UNIVERSITY OF SOUTHERN CALIFORNIA
Associate Chief Information Officer, Enterprise Information Technology
Job Code: 168017

| Grade: | TN |
| OT Eligible: | No |
| Comp Approval: | 1/10/2011 |

**JOB SUMMARY:**

Has responsibility for overseeing and supporting the areas of student information systems; development; enterprise networking; voice communications, data center operations and technical support, and customer services. Collaborates with stakeholders to establish and maintain operating standards and service-level agreements.

**JOB ACCOUNTABILITIES:**

*E/M/NA % TIME

- Oversees the areas of student information systems support, information technology, data center operations, technical support, enterprise networking, voice communications, and customer services. Develops and implements management plan for ITS (Information Technology Services) operations to ensure the organizational structure, business model, budget, and management functions align with customer-facing services.

- Serves a leadership role in the development of an information technology strategic plan to enhance the ITS operations. Recommends goals and objectives. Plans, implements and directs operations, service, programs, projects and activities.

- Establishes and maintains operating standards and service-level agreement for area of responsibility. Develops and manages budget and reviews financial status. Leverages university buying power to obtain best price for hardware and software purchased for units and university.

- Directly or indirectly supervises all staff in ITS organization, usually through subordinate directors, managers, and supervisors. Determines staffing needs based on goals and objectives. Recommends salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within division.

- Oversees the coordination of recruitment, hiring, and orientation of staff. Oversees training, supervision, and effective deployment of staff to develop and maintain a quality organization of technically talented and service-oriented staff.

- Fosters a continuous improvement and customer-oriented approach to service customers. Analyzes and evaluates customer satisfaction assessment data. Develops short and long-term plans for improving customer service.

- Develops and maintains an in-depth knowledge of university mission, strategic plans and computing requirements. Serves on appropriate internal and external committees and task forces as required.

- Establishes project management methods to ensure adequate monitoring and completion of projects on-schedule and within budget.

- Establishes and maintains appropriate network of professional contacts. Keeps current on related technology trends, direction and issues. Attends and participates
in leading regional and national conferences.

Maintains currency with, understands and ensures compliance with applicable university and information technical services policies and procedures, and with applicable local, state and federal laws and regulations.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY REPSONSE/RECOVERY:**

Essential:  

- Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 10 years

**Minimum Field of Expertise:**

- Directly relevant experience in specialized field. Thorough knowledge of management principles, budgeting, finance and applicable laws/regulations.

**Preferred Education:**

- Related graduate study

**Preferred Field of Expertise:**

- Progressively increasing leadership, planning and management experience in computing and information technology; strong leadership, organization, planning and communication skills are essential; evidence of successful planning and implementation of computer systems, networks and information technology in a complex university environment.

**Skills:**

- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Coaching
- Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Facilitation
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Mediation
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Statistical analysis
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:
Manages through multiple layers of subordinate supervisors.

Supervises: Nature of Work:
Administrative
Managerial
Professional/Paraprofessional
Service/Maintenance

Comments:
Evening or weekend work may be necessary to meet deadlines or solve specific problems.
On call 24/7 to manage problems.

SIGNATURES:
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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