UNIVERSITY OF SOUTHERN CALIFORNIA
Administrator, Technical Services / CTO, Hospitals and HSC
Job Code: 168043

Grade: TN
OT Eligible: No
Comp Approval: 10/28/2009

JOB SUMMARY:
Aligns the technical information technology (IT) vision with Hospitals' and Health Sciences Campus' (HSC), including Keck School of Medicine’s (KSOM) and USC Care Medical Group’s, overall strategy by integrating processes with the appropriate technologies to meet current and future needs. Contributes to the development and implementation of an IT strategic plan for the HSC. Serves as senior technical IT leader for HSC with responsibility for all aspects of developing and implementing technology initiatives. Has responsibility for day-to-day management and operations work covering architecture, design and development, security, operational integrity, system support and maintenance of existing enterprise information and clinical systems, computer operations, email, and IT financial and human resource management. Collaborates and coordinates with University Park Campus Information Technology Services (UPC ITS) to ensure an efficient, enabling and scalable telecommunications and network infrastructure and University Information Security and USC Administrative Services to identify, evaluate and initiate opportunities to enhance operating efficiency and service effectiveness. Delivers IT solutions with a focus on technical problem solving. (HSC encompasses the USC University Hospital and USC Norris Comprehensive Cancer Hospital, Keck School of Medicine and USC Care Medical Group (i.e., physician practices).

JOB ACCOUNTABILITIES:

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<td>Provides a technical vision that complements the business vision and fully integrates the business strategy, setting the tone and direction for the Hospitals and HSC’s (including the KSOM and USC Care Medical Group) information technologies and keeping the organization on the forefront of change. Works with technology stakeholders on setting the technical vision, direction and strategic objectives that ensure strategies are innovative, designed, built and deployed using technology best practices while ensuring best possible customer experience. Contributes technical IT expertise to business strategies.</td>
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<td>Serves as technical IT leader establishing the technical course and objectives. Defines what the Hospitals and HSC’s products, services and technologies may look like in the future.</td>
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<td>Develops detailed, realistic and comprehensive technical initiatives and plans that support the Hospitals and HSC’s objectives and leverages technology across business units. Ensures consistency with goals and objectives of university’s strategic plan.</td>
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<td>Manages and standardizes cost effective scalable IT infrastructure and technical operations that ensure highly reliable performance. Has responsibility for effectively allocating resources and time to achieve optimal results.</td>
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Provides advice, guidance, and direction to senior executives regarding business strategies, products, services, and structure with emphasis on the technical aspects to carry out major plans and procedures. Explores all relevant technical areas in order to identify technology opportunities that will be essential in the future. Identifies, accesses and investigates high-risk, high-return technologies possessing potential application within existing business operations.

Has responsibility for the “line” role of information technology including running the infrastructure and operations encompassing enterprise information systems, computer operations, email, security, and IT financial and human resource management, and other line functions. Ensures Hospitals and HSC IT organization operates efficiently.

Manages the direction and execution of an enterprise-wide IT disaster recovery and continuity plan. Analyzes and evaluates system security and back-up procedures. Makes modifications and improvements, as needed, in compliance with security policies and procedures.

Monitors, analyzes and evaluates new technologies that can be applied to future products and services. Selects, introduces and adopts appropriate emerging technologies and best practices.

Directly or indirectly manages all staff assigned to department, usually through subordinate directors, managers, and supervisors. Determines organizational structure, reporting relationships and short and long-range staffing needs based on program goals. Reviews and approves hiring and salary actions to ensure compliance with policy. Oversees performance appraisal process for staff and remains informed of any disciplinary actions required.

Collaborates and coordinates with UPC ITS to ensure an efficient, enabling, and scalable telecommunications and network infrastructure and University Information Security and USC Administrative Services to identify, evaluate and initiate opportunities to enhance operating efficiency and service effectiveness.

Develops and manages departmental budget covering operations. Creates capital/budget requirements for IT equipment and resources. Meets development financial objectives by forecasting requirements, scheduling expenditures, analyzing variances, initiating corrective actions. Makes major budgetary and resource allocation decisions. Provides financial status reports as needed.

Develops and implements departmental operating policies and procedures consistent with the objectives of Hospitals and HSC including KSOM and USC Care Medical Group. Collaborates with Chief Information Officer in the development and implementation of information technology policies, procedures and processes. Establishes technical standards and ensures adherence for product development and operations. Manages the dissemination, interpretation and application of policies and procedures.

Ensures confidentiality and reliability of organizational data, proprietary information, and intellectual property is maintained and IT system operation adheres to applicable federal and state-mandated laws and regulations.

Has responsibility for the acquisition and negotiation of information technology, services and equipment. Reviews hardware and software acquisition and maintenance requests and contracts and makes recommendations regarding pursuing master agreements to capitalize on economies of scale.

Stays abreast of current and future trends and issues regarding emerging technology as it relates to healthcare and assessing and communicating the benefits and risks of adopting new technologies. Collaborates on the development of strategies to respond to such trends.
_E___  ______  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 RESPONSE/RECOVERY:**

Essential:  
☐ No  
☐ 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

**Minimum Experience:**
  
  10 years

**Minimum Field of Expertise:**
  
  Degree in field of computer science, business administration or a related field. Demonstrated track record of progressively increasing sustained leadership within a complex environment across all areas of information technology. Comprehensive technical knowledge of and experience with systems design and development from business requirements analysis through day-to-day management. Ability to serve as technical IT leader for a large and diverse organization. Must possess successful, large-scale project management experience. Proven operational skills and keen sense of managing technology. Demonstrated ability to interpret technology and market trends as a foundation for technology and product roadmaps. Management experience. Demonstrated excellent written and oral communication skills.

**Preferred Education:**

  Master’s degree

**Preferred Field of Expertise:**

  Experience in teaching or academic healthcare setting. Experience with both clinical and research information management.

**Skills:**  Other:

  Analysis
  Assessment/evaluation
  Budget control
  Budget development
  Change management
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Leadership
Managerial skills
Negotiation
Networking
Organization
Organizational development and design
Planning
Problem identification and resolution
Project management
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
Technical

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

SIGNATURES:

Employee: ____________________________ Date: ____________________________

Supervisor: __________________________ Date: ____________________________

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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