



## Associate Chief Information Officer, Application Services (ITS) Job Description

### JOB INFORMATION

<i>Job Code:</i>	165758
<i>Job Title:</i>	Associate Chief Information Officer, Application Services (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

The Associate Chief Information Officer (ACIO) of Application Services reports to the Deputy Chief Information Officer and maintains the Information Technology Services (ITS) enterprise applications landscape. The ACIO of Application Services leads management and support of the ITS application portfolio, and works closely with department leaders to oversee implementation and maintenance of applications and services.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Public Administration	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Public Administration	Or
	X	Master's degree	Computer Science	Or
	X	Master's degree	Computer Information Systems	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		12 years	
	X	15 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven ability to lead, manage and develop high-performing, multi-functional teams.
X		Experience managing implementation of integrated applications built on diverse technologies.
X		Demonstrated experience in developing, implementing and reviewing strategic plans, policies and programs.
X		Ability to interpret, analyze and apply pertinent policies, procedures, regulations and requirements.
X		Ability to provide both detailed information as well as summaries to management-level individuals/groups.
X		Ability to understand and work within large, complex IT and business environments.
X		Ability to develop positive working relationships and a strong rapport with team members.
X		Strong knowledge of the latest business applications technology and trends.

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversee implementation, ongoing use, and maintenance of all ITS applications, including functionality and decision-making, by working closely with ITS and department stakeholders to define, evaluate, and optimize business processes and integrate processes across applications.				
Ensure that incidents, events, and problems get closed in an efficient and consistent manner by monitoring reports and analyzing data, and conducting regular touchpoints with ITS directors and managers to drive accountability and resolution.				
Work closely with campus customers to understand university-wide business needs by participating in steering and advisory committees, technology events and councils, and engaging key stakeholders; propose technical solutions that meet a diverse range of needs.				
Develop and share business and departmental applications roadmap, including priorities, resourcing and ownership per activity, timelines, and dependencies by presenting plans, directives, and updates to staff.				
Oversee software development activities by defining and maintaining the overall architecture for business and departmental applications, and reviewing status reports and production data.				
Identify and facilitate investigation, required reporting, and corrective action for serious application quality, development, and delivery issues by developing mitigation strategies and establishing escalation policies and procedures.				
Formulate budget along with the ITS Finance team; analyze past spend, plan for upcoming projects, and forecast future support and maintenance needs.				
Develop the people, processes, and technologies to achieve ITS and university strategic objectives by fostering a culture of transparency, accountability, and customer service excellence.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

