



USC University of
Southern California

Director, Enterprise Applications Job Description

JOB INFORMATION

<i>Job Code:</i>	165755
<i>Job Title:</i>	Director, Enterprise Applications
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Responsible for the planning, development and deployment of enterprise applications to maximize effectiveness and efficiency in order to achieve organizational objectives. Develops and executes technology strategies, policies and procedures, working closely with business leaders to drive transformational change through the use of information technology. Provides leadership and oversight of enterprise applications including implementation, system training, report development, support and management. Directs the design, development and implementation of enterprise application systems. Ensures compliance is upheld to university policies and standards.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		Or
X		Bachelor's degree	Information Science	Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Management	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		

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		5 years	managing or working on enterprise clinical/business applications	
	X	10 years		
	X	2 years	in project management	

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		Solid knowledge of Agile or Scrum software development methodologies, reporting tools, software contracting and financial obligations.
X		Demonstrated analytical skills, experience Integrating data from multiple systems, and ability to effectively assess and manage risk.
	X	Strong experience managing or leading technology projects.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides strategic leadership of short- and long-term enterprise application(s) goals through the use of current or new application technology to enhance the organizational strategic plan. Reviews and analyzes the effectiveness and efficiency of existing systems or applications, and develops strategies for improving or leveraging current or new technologies in production.				
Directs lifecycle management and support of enterprise-wide applications by planning and developing their implementation, maintenance, enhancement and replacement. Serves as project manager for the implementation of enterprise-wide applications and the integration with other applications and systems. Evaluates vendor proposals for system and application upgrades, configuration changes, maintenance renewals, and software and hardware purchases to ensure appropriate protections are included and costs reduced.				
Directly or indirectly supervises all assigned subordinate staff. Responsible for functions relating to recruiting, onboarding, hiring, performance management, coaching, staff development, setting goals and objectives, and completing performance reviews.				
Ensures successful completion of all enterprise application projects from inception through implementation by effectively managing teams, identifying the scope of work, securing technology vendors, and utilizing internal and external resources. Ensures the projects are delivered on time, within the established budget, and adhere to compliance standards. Evaluates end-users' satisfaction outcomes with new or existing applications, and identifies solutions for improvement.				
Plans, organizes, and leads the testing and installation of application updates and upgrades. Identifies possible training and system enhancements, develops benchmark measures to evaluate productivity, and establishes metrics and reports for application usage and satisfaction. Provides reporting tools and/or dashboards to business units for data analysis. Partners with senior management to interpret the data and provide recommendations based on data trends and analysis.				
Networks by participating in professional organizations, attending seminars and committee meetings, and maintaining contact with vendors to stay informed of new developments and technologies. Makes recommendations to senior management of technology changes based on developments in the field of business need.				

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: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date
_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.