



**USC** University of  
Southern California

## MIS Director(Centralized)

### Job Description

#### JOB INFORMATION

Job Code:	165711
Job Title:	MIS Director(Centralized)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

#### JOB SUMMARY

Manages the staff and operations of a centralized computing services department which provides support and service for university-wide systems and users. Examples include but are not necessarily limited to computer operations, server administration, networks, applications programming, systems programming, hardware support, client services and training, or consulting services. Brings specific technical expertise to functions supervised for a hardware/programming-software model and/or Cloud Services model. Has responsibility for staff supervision, budget development and administration, short and long term planning, system configuration, vendor management, customer service and satisfaction, and quality assurance.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	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

Req	Pref	Work Experience	Experience Level
X		7 years	
	X	10 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		Directly relevant experience in field to provide technical expertise along with supervisory and budget management experience

## Other Job Factors

### JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Directly or indirectly supervises all assigned subordinate staff, usually through other supervisors. Recruits, screens, hires and trains staff. Assesses need for technical and professional growth and recommends development opportunities. Evaluates performance and provides guidance and feedback. Counsels and/or disciplines as needed.				
Sets departmental goals and objectives and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.				
Participates in the planning and administration of departmental and project budgets as assigned.				
Provides specific technical expertise for functions supervised for a hardware/programming-software model and/or Cloud Services model, e.g., computer operations, applications programming, systems programming, systems configuration, hardware support, vendor management, client services and training, or consulting services. Directs the most complex projects and lends technical assistance to others as needed. Resolves problems referred by subordinate supervisors or staff.				
Consults with users on systems development project requests. Communicates regularly and effectively with stakeholders, technical staff, senior level management and customers regarding project goals, objectives, deliverables, plans and status throughout a project. Designs system(s) and/or system(s) configuration and specifications to satisfy user needs. Develops project schedules and plans and estimates staffing and other resource requirements. Directs the work of staff to ensure project plans and schedules are adhered to and follows up with users to ensure satisfaction with services provided. Makes presentations, as needed.				
Evaluates vendor proposals for system upgrades and configuration changes and/or purchases of hardware, software and technical services to assure adherence to specifications. Analyzes proposed projects for feasibility.				
Develops internal operating policies and procedures and ensures they are well documented for use and reference by staff. Develops and disseminates policies and procedures for users. Provides interpretation as required and/or approves exceptions as authorized.				
Establishes departmental performance standards and criteria. Provides for quality assurance reviews and feedback to ensure performance standards are met.				
Provides for the development of training materials and programs for department staff and users.				
Serves as a primary source of information regarding department services. Links department with other university offices to ensure services are effectively coordinated.				
Participates in short and long term strategic planning, recommending modifications and/or additions to services provided, staffing and organizational plans, and corresponding budgetary implications.				
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments in field and technology changes. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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.				

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

**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.