Manager, Database (ITS)
Job Description

JOB INFORMATION

Job Code:	166401
Job Title:	Manager, Database (ITS)
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Database Administration
Job Family Group:	Data Analysis
Management Level:	5 Manager

JOB SUMMARY

Leads the design, creation and maintenance of ITS databases, working with technical teams to ensure database system performance, availability, and security meet the standards of a best-in-class, leading-edge university. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

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

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		6 years	supporting database services.	
X		3 years	managing database administrators.	
	X	8 years	in IT, database architecture, software development, and/or other related industries.	

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		Extensive familiarity with logging, monitoring, and reporting on databases and database servers, with proven ability to troubleshoot issues quickly and accurately, and manage incidents collaboratively.
X		Experience with ITIL incidents, change management, and diverse database servers (e.g., Oracle, MySQL, MS SQL, Sybase, PostgreSQL, MongoDB, Cloud platform database solutions).
X		Experience in service delivery governance processes and development, working with security, compliance, and audit requirements.
X		Proven track record in establishing strong customer relationships and delivering consumer-focused solutions within a large IT enterprise.
X		Proven ability in building, developing, and managing diverse, high-performing teams.
X		Experience with business case development, project management, and service management, with proven ability to interpret and apply pertinent policies, procedures, regulations, and requirements.
X		Ability to anticipate customer needs and emerging trends, and articulate strategies that meet requirements and motivate others to action.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Sets database management strategy (e.g., architectural designs, backup, performance tuning), overseeing a team of database analysts handling escalated issues, investigating performance issues, and designing indexes for existing applications. Assists with budgets and resource management, identifying, implementing, and supporting cost-effective database solutions.				
Drives successful day-to-day database operations, tracking and reporting metrics and analyzing technical and performance data. Advises ITS technical teams as to ensure best-in-class data solutions and database system performance, availability, reliability, readability, security, and usage.				
Supports the infrastructure services team's vision, working closely with others to implement database governance standards, procedures, and quality measures. Maintains currency with technology and best practices to support process improvement efforts within the team and across ITS. Contributes to a culture of trust and transparency, sharing information broadly, openly and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, strong ethics, best-in-class customer service).				
Manages team member development, helping set and achieve goals for career growth. Fosters an inclusive team environment that values differences and creates a sense of belonging and appreciation. Contributes to a culture of trust and transparency. Builds and maintains strong relationships with customers, partners, and stakeholders to ensure consistent, reliable service is delivered to a range of university stakeholders.				

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/

Campus Security Authority (CSA)	Essential:
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/	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.