



## Manager, Departmental IT Support Job Description

### JOB INFORMATION

<i>Job Code:</i>	166411
<i>Job Title:</i>	Manager, Departmental IT Support
<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>	5 Manager

### JOB SUMMARY

Leads end-user computing support to ensure the highest quality of support is delivered to a broad range of customers, partners, and key stakeholders in administrative and academic units. Responsible for building and leading a high-performing team of engineers and technicians, fostering a culture of continuous improvement to provide the greatest value to the university. Ensures critical issues are tracked, managed, and escalated appropriately, and facilitates effective issue resolution in a timely manner. Analyzes the need for system hardware and software enhancements by evaluating the effectiveness of current campus facilities and resources. Leverages data on use and customer satisfaction to determine future services, systems, and budgets. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

### 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	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.**

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		6 years	in information technology, business administration, or higher education.	
	X	8 years	in information technology, user experience, product management, and/or higher education.	
	X	3 years	in a management or leadership role.	

#### 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**

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Proven ability to deliver and manage fast-paced and distributed end-user computing hardware and software support in a teaching and learning environment.
X		Experience with enterprise mobile device management (MDM) solutions and mobile analytics, and utilizing desktop management tools such as Ghost, LANDesk, or equivalent.
X		Experience implementing ITIL-based methods using ServiceNow software.
X		Proven ability to foster an environment of trust, collaboration, transparency, and accountability, and to build an inclusive environment that values, encourages, and supports differences.
X		Experience delivering IT customer service based on service levels and service quality measures, delivering technology services in the field through coordination with central teams, and driving continuous service improvement.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Exceptional written and oral communication skills.
X		Demonstrated ability to provide both detailed information as well as summaries to management-level individuals and groups, and experience presenting technical topics to non-technical audiences.
	X	Experience with software as a service (SaaS) solutions within a higher education environment, and implementing or supporting student information systems.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with various stakeholders and diverse individuals and groups.

**Certifications**

<i>Req</i>	<i>Pref</i>	<i>Select Certifications</i>	<i>Enter Additional Certifications</i>
X			A+/Desktop, MCITP, or equivalent certification.

**Other Job Factors**

**JOB ACCOUNTABILITIES**

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Monitors frontline staff and oversees all service requests, incidents, and problems, tracking and reporting service-delivery metrics. Ensures data is entered into ServiceNow in accordance with departmental policies and procedures.				
Supports ITS knowledge base maintenance and growth. Coordinates service strategies and approaches with ITS service desk staff to ensure consistent customer experiences and minimize repeated issues and problems.				
Provides complete mobility service solutions for customers. Engages with a broad range of key stakeholders in administrative and academic units to stay current with, understand, and meet business needs.				
Analyzes system hardware needs and software enhancements, evaluating the effectiveness of current campus facilities and resources. Leverages usage and customer-satisfaction data to determine future services, systems, and spend.				
Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members, creating a culture of trust and transparency. Leads by example, demonstrating ethics and high accountability, and actively driving the process of embedding ITS values and behaviors.				
Builds and maintains trusted relationships with ITS leaders, customers, partners, and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				

**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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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 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.