



Manager, Information Integration (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166421
<i>Job Title:</i>	Manager, Information Integration (ITS)
<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

Oversees data integration planning, design, development, testing, and implementation. Ensures best-in-class design and development to integrate custom and off-the-shelf consumer applications through data virtualization. Collaborates with data architecture peers to determine the proper approach for data management and to ensure data accuracy and validity. Drives process and technology improvements by using the standard SDLC methodology. Identifies and develops new integration methods and tools to enable improvements across key metrics. 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	of experience in information technology and/or higher education.	
	X	8 years	of experience in information technology, user experience, product management, and/or higher education.	
	X	3 years	of experience 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		Extensive experience with MySQL, Microsoft SQL and Oracle databases.
X		Excellent written and verbal communication skills.
X		Experience with the software development life cycle (SDLC) methodology, and managing releases for data warehousing and integrations.
X		Demonstrated knowledge of integration architecture and data management workflow, and knowledge and experience of metadata management.
X		Demonstrated experience in leading a multifunctional team, with the ability to develop positive working relationships and a strong rapport with team members.
	X	Extensive experience in unit and automated-integration testing.
	X	Experience with cloud data and data-management solutions (e.g., Amazon Web Services, Microsoft Azure, Informatica).
	X	Proven experience configuring and tuning data warehouse, ETL, reporting, analytics applications, and underlying software.
	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.

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 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/	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.