



# Manager, Learning Environments (ITS)

## Job Description

### JOB INFORMATION

<i>Job Code:</i>	166431
<i>Job Title:</i>	Manager, Learning Environments (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	Learning Environments - Technical
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Manages audiovisual (AV) support staff and daily operations for general use and/or department-managed learning spaces on university campuses. Oversees AV services, drives departmental vision for customer experience, and develops support standards for faculty/staff, students, researchers, and others. Maintains classroom teaching and learning technologies, delivering solutions and customer service to support operational effectiveness, and collaborates with department leadership to define relevant best practices. Champions the vision, culture, and values of the university.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	
	X	Master'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		5 years	managing audiovisual services and staff in high-touch, enterprise-level environments.
	X	10 years	in computer science, AV design, business administration or related fields.

#### 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		Demonstrated knowledge of AV, IT infrastructure library (ITIL), ITSM, and service desk methodologies, best practices, and current trends.
X		Experience implementing and managing key metrics.
X		Knowledge of higher education verticals.
X		Demonstrated leadership, interpersonal and problem-solving skills, able to own multiple items and manage changing priorities in fast-paced environments.
X		Excellent written and oral communication skills, and proven attention to detail.
X		Experience with conflict management and negotiations.
	X	Experience in higher education.
	X	Multilingual communication skills, fluent in other languages beyond English.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Certified Technology Specialist - CTS
	X		Information Technology Infrastructure Library certification - ITIL

## Other Job Factors

- Ability to work evenings, weekends, and holidays as the schedule dictates.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops and manages data-driven strategies for AV support services to optimize customer experiences. Implements information technology service management (ITSM) standard practices and quality measures. Manages and drives projects in coordination with relevant stakeholders.				
Schedules, assigns, and prioritizes workloads. Manages end-to-end oversight of AV incidents, service requests and knowledge base. Prioritizes requests as appropriate to ensure issues are addressed in a timely manner. Ensures timely and effective service delivery in all customer locations through ITSM standards.				
Directs staff, setting work deadlines and monitoring employee performance daily. Resolves escalated problems and provides technical guidance, as required. Develops policies and procedures to leverage lessons learned and industry-leading practices. Manages staff development, implements training programs, and helps staff set and achieve goals for career growth.				
Works with relevant stakeholders to develop and manage holistic strategies for delivering service quality and continuous service improvements. Builds and maintains strong relationships with customers, partners, and stakeholders by participating in governance boards, councils, and meetings to understand current and future business need and ensure consistent, reliable service.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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		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

<b>Other Requirements</b>			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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.