



USC University of
Southern California

Manager, Los Nettos (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166223
<i>Job Title:</i>	Manager, Los Nettos (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	Network Operations
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Leads the day-to-day engineering and programming required to deliver reliable and high-quality network service to regional partners, collaborating with ITS staff and leadership, monitoring status, and reporting about performance. Sets technology strategy for Los Nettos optical infrastructure, associate and consortium programs, and additional advanced technologies. 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	Engineering	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Engineering	Or
	X	Master's degree	Computer Science	Or
	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		6 years	in information technology and/or network operations.	
	X	8 years	in information technology and/or network operations.	
	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

Req	Pref	Functional Skills
X		Direct, hands-on experience with network transport, design, planning and implementation, and demonstrated experience with new, large-scale network infrastructures.
X		Proven experience delivering reliable and quality network service within a higher education environment.
X		In-depth understanding of routing protocols including Border Gateway Protocol (BGP), LAN technologies (VLANs, STP, VXLAN), WAN technologies such as virtual routing and forwarding contexts (VRFs), Ethernet VPN (EVPN), Dark Fiber and Ethernet delivery, firewall technologies (SSL decryption, remote access VPN, site-to-site VPN, architecture and placement), and client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice-to-administrative network services.
X		Ability to develop and manage a high-performing team, and develop positive working relationships and strong rapport with team members.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	X	Exemplary communication and interpersonal skills, able to develop positive working relationships and strong rapport with team members.
	X	Demonstrated experience leading, manage and develop high-performing, multifunctional teams.
	X	Proven 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

Req	Pref	Select Certifications	Enter Additional Certifications
X		Cisco Certified Internetwork Expert (CCIE)	or equivalent.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Sets technology strategy for Los Nettos Network optical infrastructure, associate and consortium programs, and additional advanced technologies. Provides excellent customer service and fulfills changing business and academic needs.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for the Los Nettos Network. Builds and maintains strong relationships with customers, partners, and stakeholders to ensure consistent, reliable service is delivered to a range of university stakeholders.				
Manages the day-to-day engineering and programming required to deliver reliable, high-quality network service to regional partners by collaborating with ITS staff and leadership, monitoring network status, and network performance reporting. Oversees scheduled maintenance and monitoring, issue identification and escalation, high-severity outage response, and complex infrastructure issues. Conducts needs assessments, performance reviews, capacity planning, and cost/benefit analyses as necessary to inform strategy.				
Defines standard processes for day-to-day programming and engineering management, regional partnerships, optical infrastructure upgrades, and standard reporting. Improves and enhances high-speed connectivity, facilitating upgrades of the Los Nettos optical infrastructure to support additional advanced technologies.				
Manages the development of team members, helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation.				
Supports the vision for infrastructure services, and works with other ITS leaders 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.