



## JOB INFORMATION

<i>Job Code:</i>	166252
<i>Job Title:</i>	Manager, Network Operation
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	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

Drives innovative solutions to support network planning, coordination, installation, maintenance, and repairs. Ensures reliable technology services (e.g., capacity planning, network management, performance) and that leadership/management standards and technology services employed are aligned with those specified in network service level agreements.

## 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	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)	

### 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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		6 years	experience in network operations, information technology, higher education and/or other relevant fields.	
X		3 years	experience supporting large campus network environments.	
	X	8 years	experience in IT or other relevant industries.	
	X	5 years	experience supporting large, complex campus networks.	
	X	3 years	experience in leadership/management roles.	

## 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 background in IT infrastructures (e.g., LAN/WAN, data centers, disaster recovery facilities).
X		Experience on IT help desks (e.g., internal reporting, database management).
X		Working knowledge of OSI layer 1-3 protocols.
X		Experience with state/federal data regulations and requirements (e.g., FERPA, HIPAA).
X		Ability to manage security protocols and implementations (e.g., IPSec, NAT, ACLs).
X		Working knowledge of security technology platforms (e.g., Fortinet, Palo Alto, Cisco).
X		Demonstrated leadership, interpersonal, organizational, and critical thinking skills.
X		Experience with service delivery governance processes and development.
X		Exemplary interpersonal and written/oral communication skills.
X		Proven ability to interpret and apply pertinent policies, procedures, regulations, and requirements.
X		Demonstrated ability to communicate technical information to non-technical audiences.
X		Proven ability to manage multiple projects, set priorities and work collaboratively in team environments.
	X	Existing or eligible to obtain security clearances.
	X	Demonstrated experience anticipating customer needs.
	X	Ability to forecast emerging/future technology trends and articulate strategies motivating others to innovate.
	X	Proven track record of establishing strong relationships and delivering consumer-focused solutions in large IT enterprises.
	X	Advanced judgment, analytical, and decision-making skills.
	X	Fluent in one or more languages in addition to English (e.g., Spanish, Korean, American Sign Language).

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		ITIL foundations certification.

## Other Job Factors

- Must be on-call for after-hours service disruptions.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Implements network maintenance, administration, releases, upgrades, and changes into the environment, working closely with data and voice engineering teams and leadership to minimize service disruptions. Develops, maintains, supports, and optimizes key functional areas in support of network infrastructure.				
Oversees network operations team productivity and performance using various tools and reporting methods, reviewing key metrics and trends. Works closely with senior leadership to identify, implement, and support cost-effective, leading solutions for field services. Builds and maintains relationships with relevant stakeholders to ensure delivery of consistent, reliable service.				
Ensures the availability, performance, and operational integrity of network operations by managing and supporting network assets across campuses. Collaborates with relevant stakeholders in both administrative and academic units, providing direct technical support and consultations for incident, problem, and change management processes for all wired, wireless, and network service issues.				
Oversees the development, implementation, and maintenance of department policies, procedures, and training plans. Reviews documentation and procedures				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
(e.g., user guides) and supports the implementation of technical and network architecture improvements and optimizations, where needed.				
Manages staff development, helping team members set and achieve career growth goals. Stays current with emerging technology, making recommendations to facilitate innovation. 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

<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: <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.