



JOB INFORMATION

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| <i>Job Code:</i> | 166951 |
| <i>Job Title:</i> | Portfolio Manager (ITS) |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | May oversee staff, students, volunteers, agencies and/or resource employees. |
| <i>Job Family:</i> | Technical Project Management |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Responsible for overseeing portfolios, leading the planning, development, implementation, and organization of ITS enterprise projects, initiatives, and programs. Forms business relationships with customers, partners, and key stakeholders, and ensures alignment with organizational business strategies. Identifies opportunities for maximizing value delivered by measuring portfolio progress, evaluating needs, and mitigating risk. Ensures strategies and sponsorship of portfolios, programs, and projects are defined and achieved. Develops and implements portfolio management plans for innovation, customer satisfaction, methodologies, and compliance, and closely tracks metrics to evaluate benefits realized. Manages ambiguity and influence in a federated organization as an enthusiastic change agent. Demonstrates ITS values in action.

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 | | 10 years | in program management | |

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 | | Proficiency with portfolio project management (PPM) tools such as Smartsheet, MS Project, and ServiceNow. |
| X | | Experience as a portfolio manager or program director in a technical environment, including those regarding IT infrastructure, enterprise architecture, security, cloud, SDLC, applications, DevOps, data governance, analytics, and/or other related fields. |
| X | | Extensive experience developing high-performing teams, providing mentorship and stewardship to encourage career development and growth. |
| X | | Exceptional organizational and data analysis skills, creating, preparing and presenting reports to senior management. |
| X | | Experience planning, scheduling, and managing budgets, able to prioritize between immediate needs and long-term objectives. |
| X | | Advanced proficiency with Microsoft Excel, Word, PowerPoint, SharePoint, and other relevant Office applications. |
| X | | Excellent written and oral communication skills, able to work with and guide managers, technical, and non-technical staff, and manage diverse cross-functional teams. |
| X | | Exemplary interpersonal skills, developing positive working relationships and strong rapport with team members and various stakeholders. |
| | X | Experience in IT and/or project management. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|---|
| | X | | Project Management Professional (PMP), Program Management Professional (PgMP), Portfolio Management Professional (PfMP), Agile Scrum, Lean Six Sigma, ITIL, and/or Organizational Change Management (OCM) certifications. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Responsible for overseeing portfolios, leading the planning, development, implementation, and organization of ITS enterprise projects, initiatives, and programs. Forms business relationships with customers, partners, and key stakeholders, and ensures alignment with organizational business strategies. Tracks expertise, workloads, and bandwidth of all ITS staff and teams, aligning initiatives with staff needs and capacity. | | | | |
| Accountable for executing deliverables for the Enterprise Portfolio Management Office (EPMO) and the university. Identifies opportunities for maximizing value delivered by measuring portfolio progress, evaluating needs, and mitigating risk. Supports governance structures, timelines, and steering committees, prioritizing and sequencing projects effectively and in alignment with the university's strategic objectives. | | | | |
| Ensures strategies and sponsorship of portfolios, programs, and projects are defined and achieved. Oversees the use of resources across projects, monitoring and reporting on scope, budgets, targets, and schedule. Collaborates with ITS leaders, customers, partners, and key stakeholders to develop strategic portfolio-management roadmaps. | | | | |
| Develops and implements portfolio management plans for innovation, customer satisfaction, methodologies, and compliance. Defines and gains alignment on project success criteria and business benefits. Builds and presents business cases and risk assessments. Delivers performance management analysis to identify investment performance (e.g., cost, schedule) against planned accomplishments through coordinated project audits and reviews. | | | | |
| Leads routine status meetings to study, identify, and mitigate risk. Monitors project updates, manages change requests, and escalates disruptions and dependencies to leadership, as necessary. Develops key performance indicators (KPI) and closely tracks metrics to evaluate benefits realized. | | | | |
| Manages ambiguity and influence as a change agent, utilizing leading portfolio-management practices to drive continuous improvement and provide guidance for | | | | |

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| project planning. Proactively experiments with new ideas and approaches, identifying and leading team process improvements. Provides expertise and thought leadership regarding execution and value optimization, and effectively promotes individual staff and team performance. | | | | |
| Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members, and leadership. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). | | | | |
| Collaborates with team members and management, implementing effective solutions to support the Enterprise Project Management Office's vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization. | | | | |

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.