USC University of Southern California

Project Manager (ITS)
Job Description

JOB INFORMATION

Job Code:	166956
Job Title:	Project Manager (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Leads and implements ITS enterprise program and project delivery by forming strong business relationships with customers, partners, and key stakeholders. Responsible for executing project management deliverables for the university and the Enterprise Portfolio Management office (ePMO). Responsible for managing comprehensive project plans, controlling scope, and directing project budget resources towards the completion of project deliverables. Manages ambiguity and influence in a federated organization as an enthusiastic change agent. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
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.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

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		Experience as a project manager 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		Proficiency with portfolio project management (PPM) tools such as Smartsheet, MS Project, and ServiceNow.
X		Exceptional organizational and data analysis skills, balancing work and necessary resources, and 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 understand and translate business value, manage diverse cross-functional teams, and work with and guide managers, technical, and non-technical staff. 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)
	X		Agile Scrum
	X		Lean Six Sigma
	X		ITIL
	X		Organizational Change Management (OCM) certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Establishes foundation for each project, working with sponsors to create robust, comprehensive project charters and baseline reports. Anticipates and resolves project issues in timely fashion, utilizing proper change control processes to create risk-mitigation strategies and contingency plans. Develops and delivers regular progress and compliance reports in project team meetings.				
Drives continuous improvement, overseeing accurate, well-communicated scope for each project, and the creation of actionable schedules and budgets. Reports risks that may affect work progress, recommends mitigation strategies, and escalates disruptions and dependencies to departmental leadership as appropriate. Monitors the productivity and effectiveness of complex projects, creating appropriate status reports and maintaining accurate tracking logs.				
Maintains currency on current and future business needs, university technology initiatives, and leading-edge project management practices. Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to ensure consistent, reliable service is delivered to a range of university stakeholders.				
Executes all projects using project management methodology and tools, service management frameworks, and ITS technology strategies. Collaborates with team members and management, implementing effective project management solutions to support ePMO's vision. Demonstrates leadership and expertise in project management, maintaining currency with present and future business needs, university technology initiatives, emerging technologies, and leading-edge practices.				

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 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/

Campus Security Authority (CSA)		Essential:
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.