



JOB INFORMATION

Job Code:	165703
Job Title:	MIS Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Supervises staff and operations of a computing services department which provides support and service for university and/or department-wide systems and users. Brings specific technical expertise to functions supervised. Has responsibility for staff supervision; participates in budget development and administration, short- and long-term planning and quality assurance. Responsible for the overall service delivery for one or more IT functions and/or capabilities.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 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		Directly relevant supervisory-level experience in MIS field to provide technical expertise.
	X	Directly relevant supervisory-level experience in MIS field to provide technical expertise and direction.
	X	Exposure to developing or maintaining input to a department budget.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Recruits, screens, hires, trains and directly supervises subordinate staff, student workers, volunteers, and interns. Schedules and assigns work. Assesses performance and provides feedback, counseling or discipline, as needed. Terminates employees as necessary.				
Recommends departmental goals and objectives. Implements and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.				
Controls or monitors departmental budget and provides input for budget development.				
Manages daily operations of unit and provides specific technical expertise for function supervised. Directs and manages the delivery/deployment of complex projects and lends technical assistance to others as needed. Resolves problems referred by staff.				
Consults with users on project requests or for problem resolution. Develops solutions, designs and specifications to satisfy user needs. Develops project schedules; plans and estimates staffing and other resource requirements. Supervises the work of staff to ensure project plans and schedules are adhered to. Follows up with users to ensure satisfaction with services provided.				
Coordinates with vendors to obtain proposals for purchases of hardware, software and technical services. Analyzes proposals and makes recommendations. Orders, ships and/or receives goods or services. Verifies purchases.				
Participates in development and documentation of internal operating policies and procedures. Assists in development and dissemination of policies and procedures for users. Provides interpretation as required.				
Serves as a primary source of information regarding department services. Links department with other university offices to ensure services are effectively coordinated.				
Plans, designs and conducts specialized end user training for groups or individuals.				
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments in field and technology changes. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.				

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.