



## Assistant Chief Information Officer, Strategy, Policy And Planning Job Description

### JOB INFORMATION

<i>Job Code:</i>	165720
<i>Job Title:</i>	Assistant Chief Information Officer, Strategy, Policy And Planning
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Oversees strategic planning processes and policy development that enhances ITS' role as a partner and service provider to USC schools and colleges. Partners with Associate CIOs and works directly with the CIO on policies, partnerships with the schools, capacity building within ITS (for security, administrative services, etc.) and on the campus (in relation to Informatics), ITS communications, legal and contract administration, and other initiatives. Assists in creating effective and efficient administrative services that provide a balance between open and secure access to university resources. Has responsibility for ensuring the right priorities are placed on key strategic initiatives, including measures, timelines, resources, and communications. Serves as a key architect for organizational changes required to achieve goals. Acts as chief of staff for the CIO office and on CIO's behalf. Serves as key spokesperson and representative for the CIO when he is unavailable and as part of expanding the reach of the organization on and off campus. Supervises a staff in support of policy, strategy, communications, legal and contract administration, etc. Assists CIO and Associate CIOs with assessment and oversight of Security, Project Management, Contract Administration and other key offices in ensuring effective information technology practices throughout the campus.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	
	X	Master'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	
	X	10 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 related administrative management experience in a university environment.
X		Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization.
X		Thorough knowledge of management principles, technical and architectural directions, policy development, and outreach and partnership in a complex organization.
X		Exceptional interpersonal skills. Outstanding oral and written communication skills.
X		Strong planning and organizational skills.
X		Ability to use computer technology with efficiency and effectiveness.
	X	Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization in an academic setting.

**Other Job Factors**

**JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Oversees strategic planning processes and policy development that enhances ITS' role as a partner and service provider to USC schools and colleges. Partners with Associate CIOs and works directly with the CIO on policies, partnerships with the schools, capacity building within ITS (for security, administrative services, etc.) and on the campus (in relation to Informatics), ITS communications, legal and contract administration, and other initiatives. Assists with the creation of strategic plans and develops processes to ensure appropriate monitoring and follow-up. Implements new strategic plans, direction and performance metrics. Participates in planning new business initiatives to gain efficiencies and improve communications. Communicates planning, assumptions and guidelines. Gathers multiple inputs and integrates diverse plans and requests based on school or division priorities. Sets goals, establishes priorities, manages resources, develops concepts and approaches, reviews projects progress and results.				
Serves as a key architect for organizational changes required to achieve goals. Acts as chief of staff for the CIO office and on CIO's behalf. Serves as primary spokesperson on behalf of the CIO for overall internal and external coordination of activities with other university offices, senior management and outside business entities, including Office of the Provost, Office of the General Counsel, Office of Compliance and any other university offices as required.				
Oversees contract administration for ITS. Develops, modifies and implements departmental contracting policies, procedures and processes consistent with university policy, as required. Establishes, maintains and monitors internal controls to ensure compliance with policies and procedures. Disseminates and interprets applicable laws, regulations, rules policies and procedures, etc., as required.				
Reviews, independently evaluates, and drafts legal terms and conditions for complex agreements and contractual documents for goods and services subject to final review by Office of General Counsel. Negotiates and administers complex and unique business contracts and terms directly with suppliers, as needed.				
Directly or indirectly manages all staff assigned to unit, usually through subordinate supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit hiring and salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit. Approves professional development activities.				
Oversees and provides oversight and assistance in supporting the planning, design, development and implementation of short and long-term projects for the office of the CIO. Plans, coordinates, schedules and organizes project activities to meet objectives through director and indirect reports.				
Establishes and maintains ITS Liaison Program communication with campus-wide constituencies regarding information technology services. Identifies needs, establishes partnerships, and leads in the planning, development and implementation of initiatives designed to meet diverse campus unit goals. Maintains effective relationships with vendors and oversees the procurement				

**JOB ACCOUNTABILITIES**

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
process for necessary systems and software relevant to customer support in academic and business units.				
Has responsibility for developing and directing the ITS communications program. Plans, implements and managers all public relations programs and projects.				
Creates briefings, reports, correspondence, and all communications for the CIO and the office of the CIO. Coordinates and assembles confidential documentation. Maintains and monitors distribution of confidential materials.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

**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>			Yes

**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.