



Senior Director, Customer Experience (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	165745
<i>Job Title:</i>	Senior Director, Customer Experience (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Responsible for driving customer service excellence and continuous service improvement. Leads the ITS service management strategy and implementation, classroom A/V design strategy and standards, and front-line customer service - including service desk, desktop support, concierge service, and support of teaching and learning technologies in general-use classrooms, collaboration spaces, and computer labs. Facilitates formulation and adoption of improved processes, drives innovative solutions, and plays a critical role in building a best-in-class organization by ensuring ITS meets the needs of a broad range of customers, partners, and key stakeholders in administrative and academic units. As part of the leadership team, works with other ITS leaders to build strong partnerships across the organization and models and cultivates the ITS culture, values and behaviors within their team.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	
	X	Master's degree	Computer Science	Or
	X	Master's degree	Computer Information Systems	

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		12 years	
	X	15 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		Proven ability to build, develop and manage high-performance teams.
X		Anticipates customer needs and future and emerging trends, and is able to articulate a vision and strategy that motivates others to action.
X		Proven ability to interpret and apply pertinent policies, procedures, regulations, and requirements.
X		Experience in service delivery governance processes and development.
X		Proven track record in establishing strong customer relationships and delivering consumer-focused solutions within a large IT enterprise.
X		Experience with budget planning and management, business case development, project management and organizational change practices.
X		Experience managing vendor relationships to establish contracts, statements of work, maintenance and service agreements, and to address service delivery issues.
X		Persuasive and effective communicator with ability to communicate to a wide variety of stakeholders.
X		Experience presenting technical topics in a business-oriented fashion for non-technical audiences.
X		Proven problem-solving and decision-making skills with the ability to uncover causes to difficult problems and evaluate the risks and benefits of different solution options.
X		Ability to harness necessary resources to resolve problems in a timely and effective manner.
X		Extensive experience delivering IT customer service based on service levels and service quality measures, delivering technology services in the field through coordination with central teams, and driving continuous service improvement.
X		Experience in people management practices, attracting and hiring top tier talent, managing and coaching managers, achieving organizational objectives by directing the work of others.
X		Proven ability to foster an environment of trust, collaboration, transparency, and accountability, and to build an inclusive environment that values, encourages, and supports differences.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Continuously improves customer experience and satisfaction with ITS service delivery. Coordinates and collaborates with ITS department leaders to ensure efficient and effective Deliver Level 2 and 3 support if and as needed by developing policies and procedures to guide Level 1 staff in escalating issues. Closely monitors and streamlines handoffs through to resolution.				
Proactively identifies issues by tracking trends and engaging campus customers, key stakeholders and ITS staff to develop process improvements and ensure prompt resolution. Categorizes areas of opportunity to correctly measure key service and support metrics, including tools reporting on Key Performance Indicators (KPIs).				
Facilitates the adoption of new or improved processes and procedures, service level agreements (SLAs), operational level agreements (OLAs), and service models across the ITS organization.				
Responsible for the development of team members, helping set and achieve goals for career growth. Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Leads by example, demonstrating strong ethics, high accountability, and actively driving the process of embedding ITS values and behaviors. Creates a culture of trust and transparency. Drives best-in-class customer experience to USC through effective team member engagement.				
Provides vision and high-level direction for customer experience within the larger context of the ITS and USC environments. Works with other ITS leaders, customers, partners, and stakeholders to develop and manage a holistic strategy for delivering quality and continuously improved service.				
Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Works closely with customers to relay the importance of and sensitivity around risk identification, mitigation and remediation. Establishes governance for customer experience through the implementation of standards, procedures and quality				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
measures. Responsible for the execution of the customer experience service portfolio.				
Builds and maintains strong relationships with ITS leaders, customers and partners, ensuring consistent, reliable service is delivered to a broad range of university stakeholders. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs.				
Administers department budget, creating, planning, monitoring, reconciling, and directing resources. Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all customer experience aspects by maintaining currency with industry innovations and providing thought leadership around process optimization.				

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.