



## Director, Unified Communication & Collaboration (ITS)

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	166391
<i>Job Title:</i>	Director, Unified Communication & Collaboration (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; 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

Leads the strategy, architecture, design, and management of workstation computing, mobility platforms, enterprise communication technologies and collaboration tools across the university. Responsible for delivering innovative, best-in-class technology, data, tools, and service designs to enhance teaching, operational reliability, and productivity for a diverse range of campus stakeholders who use collaboration tools and general-use, ITS-managed learning spaces. Directs and oversees the annual classroom refresh projects in coordination with the provost's office, Capital Construction, and other relevant stakeholders. Establishes governance for UC and collaboration technologies through the implementation of standards, procedures, and quality measures. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

#### 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	Engineering	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		8 years	of experience in information technology, higher education, customer service, or related fields.	
X		5 years	of experience in a management or leadership role.	
X		5 years	experience supporting desktop and laptop hardware and software, and hands-on experience with network transport, design, planning, and implementation.	
	X	10 years	of experience in information technology, higher education, AVIT, customer service, or related industries.	
	X	7 years	of experience in a management or leadership role.	

## 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		Demonstrated, direct experience supporting large-scale network implementations and upgrades, and delivering reliable and quality network service within a higher education environment.
X		Demonstrated knowledge of voice application and unified communications (UC) service networks, including network appliances (e.g. UC managers, voice switches, media gateways, routers, load balancers, firewalls).
X		Proven ability to evaluate the risks and benefits of different solutions, and demonstrated problem-solving and decision-making skills to uncover causes of problems.
X		Proven ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements, and to motivate others to action by articulating visions and strategies.
X		Extensive experience evaluating and selecting collaboration equipment and technologies, and delivering service, operational, and functional improvements.
X		Proven track record of establishing customer relationships, delivering consumer-focused solutions in a large IT enterprise, and anticipating customer needs and emerging trends.
X		Experience managing vendor relationships - contracts, statements of work, maintenance and service agreements - and addressing service delivery issues.
X		Experience with budget planning and management, business case development, project management, and organizational change practices.
X		Ability to provide both detailed information as well as summaries to management-level individuals and groups, with experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Experience with people-management practices, attracting and hiring job candidates, supervising and coaching managers, and directing the work of others to achieve organizational directives.
X		Ability to build, develop and manage diverse, high-performing teams, fostering an inclusive environment of trust, collaboration, transparency, and accountability.
	X	Strong technical knowledge of network, PC, and platform operating systems.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with relationships with various stakeholders and diverse individuals and groups.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X		Cisco Certified Network Professional (CCNP)	and/or Cisco Certified Network Professional Voice (CCVP) or equivalent

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the communications and collaboration experience for faculty, staff, and students, leading a team of engineers to ensure that consistent, reliable service is delivered to a broad range of campus stakeholders. Develops, forecasts, and adheres to the communication and collaboration budget.				
Delivers innovative collaboration solutions to enhance operational reliability and flexibility, and to support the teaching and learning experience. Analyzes the need for collaboration tool enhancements by evaluating the effectiveness of current campus facilities and resources. Monitors and controls systems in accordance with ITS and university policies and procedures, and leading service-delivery practices.				
Supports the Unified Communications and Collaboration vision, working with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Develops and delivers against established service-level targets. Supports governance for solutions through the				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
implementation of standards and quality measures. Implements and manages a data-driven design strategy, utilizing data and developing plans that optimize customer experience.				
Accountable team member development, helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation. Drives best-in-class customer service to the university through effective team member engagement. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Actively drives the process of embedding ITS values and behaviors.				
Provides high-level direction and strategies for Unified Communications and Collaboration technologies within the larger context of the ITS and USC environments. Develops business cases and roadmaps that support ITS strategies. Works with other ITS leaders, customers, partners and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				
Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Establishes governance for collaboration technologies through the implementation of standards, procedures, and quality measures. Works closely with customers to relay the importance of and sensitivity around risk identification, mitigation and remediation. Accountable for execution of the collaboration technologies service portfolio.				
Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs, and to ensure that consistent and reliable service is delivered to a broad range of university stakeholders.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of collaboration technologies, maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers the department budget by creating, planning, monitoring, reconciling, and directing resources.				

## 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.