



Director, Learning Environments (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166430
<i>Job Title:</i>	Director, Learning Environments (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.; May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Learning Environments - Technical
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Oversees 24-7 service delivery and support for general-use classrooms and auditoriums on the Health Sciences and University Park campuses, and for UPC general-use computer labs and collaboration spaces. Leads the strategy, architecture, design, and management of AVIT solutions, instructional and workstation computing, and mobility platforms. Responsible for delivering best-in-class classroom and computer lab support, technology, data, service designs, and customer service diverse range of campus stakeholders who use general-use spaces. Drives continuous service improvement for the Learning Environment team's support processes, and plays a key role in building a best-in-class organization by ensuring the team is responsive to a broad range of customer needs. Ensures critical issues are tracked, managed, and escalated appropriately, and facilitates effective issue resolutions in a timely manner. 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	Computer Science	Or
	X	Bachelor'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		8 years		
X		5 years	of experience supporting desktop and laptop hardware and software, with the ability to understand and work with large, complex systems.	
X		5 years	of experience in a management or leadership role.	
	X	10 years	of experience in information technology, business management, customer service, higher education, or other related fields.	

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		Extensive experience supporting computer lab and collaboration equipment and technologies.
X		Proven ability to deliver and support fast-paced, distributed operations and audiovisual information technology (AVIT) solutions in teaching and learning environments.
X		Knowledge of AVIT technology design, imaging and software deployment methods, and experience managing necessary resources to resolve problems in a timely and effective manner.
X		Experience implementing ITIL-based methods, and with learning environments' governance processes and development.
X		Knowledge of budget management, project management and organizational change practices, with the proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements.
X		Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success.
X		Proven problem-solving and decision-making skills, with the ability to uncover root causes and evaluate the risks and benefits of different solutions.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Excellent written and oral communication skills, with the ability to provide both detailed information as well as summaries to management-level individuals and groups, and experience presenting technical topics to non-technical audiences.
	X	Strong working experience using ServiceNow software, and supporting classroom audiovisual IT (AVIT) technologies.
	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.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees service delivery and support for more than 200 managed classrooms and auditoria throughout campus by leading a team of audiovisual (AV) solution engineers and learning environments support technicians to troubleshoot classroom issues as they arise, either in person, by phone, or by email. Builds and maintains strong relationships with customers, partners, and stakeholders to ensure that consistent, reliable service is delivered to a range of university stakeholders.				
Leads a high-performing team by providing technical coaching and training to staff and conducting regular check-in opportunities to review performance and customer feedback. Plans, coordinates and directs the daily workload for full-time staff and student workers.				
Ensures that audiovisual information technology (AVIT) solutions, as well as learning environment services and systems, meet customer needs and expectations by evaluating the effectiveness of the current campus facilities and resources. Works collaboratively with faculty and student customers and with other ITS groups to support the teaching and learning experience.				
Oversees the investigation, troubleshooting, resolution and appropriate escalation of a range of technology-related incidents, ensuring that all incidents and requests are tracked in ServiceNow. Develops policies and procedures to leverage lessons learned and industry leading practices. Oversees the development of knowledge articles and training to support the onboarding and continued development of full-time and part-time learning environments and AVIT staff.				
Provides key input to a data-driven design strategy for AVIT solutions, tracking and utilizing data to optimize customer experience. Supports the annual				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
classroom refresh projects in coordination with the ITS collaboration team and university stakeholders.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for learning environments and AVIT solutions. Maintains currency with industry standards, supports process optimization, provides input to department budget planning, and monitors and manages resources.				
Supports the vision for learning environments. Works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports learning environments governance, including AVIT solutions, through the implementation of standards, procedures, and quality measures.				
Manages the development of team members by helping them set and achieve goals for their career growth. Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Leads by example, demonstrating ethics and high accountability, and actively drives the process of embedding ITS values and behaviors. Contributes to a culture of trust and transparency. Drives best-in-class customer service to USC through effective team member engagement.				

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.