Director, Enterprise Applications (ITS)
Job Description

JOB INFORMATION

Job Code:	166462
Job Title:	Director, Enterprise Applications (ITS)
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Responsible for driving and executing the direction, coordination, quality and output of the Enterprise Applications teams to achieve the department and university goals. Guides the refinement of policies, requirements, and programs to meet customers' technology needs. Ensures the implementation, coding, building, and testing of new features, and maintenance of existing features. Develops, designs, implements, tests, and documents solutions. Provides leadership and guidance to create multi-functional teams of top-level, high-performing software engineers. Coordinates technical resources between long- and short-term projects to fulfill customer needs. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

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.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		8 years	in information technology and/or higher education	And
X		3 years	in a management or leadership role	
	X	10 years	in information technology and/or higher education	And
	X	5 years	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 experience in higher education, and knowledge of how technology enables the mission of a university.
X		Experience in software development, and overseeing development and support teams.
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		Demonstrated experience leading multifunctional teams, and the ability to develop positive working relationships and strong rapport with team members.
X		Excellent written and verbal 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	Experience with software as a service (SaaS) solutions within a higher education environment, and implementing or supporting student information systems.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	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 various stakeholders and diverse individuals and groups.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides vision and high-level direction and coordination for the Enterprise Applications team within the larger context of the ITS and university environments. Defines and refines policies and programs, and coordinates technical resources between long- and short-term projects, to meet the technology needs of customers.				
Leads the design, development, and evaluation of technology-enhanced learning experiences by establishing and implementing strategic plans. Ensures the implementation, coding, building, and testing of new features, and maintenance of existing features. Guides the gathering and refinement of requirements, develops designs, and implements, tests, and documents solutions to produce customer satisfaction with the highest quality product.				
Manages the effective use of API to track and measure departmental demand, impact, and performance. Works with other ITS leaders, customers, partners and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Drives continuous improvements in business processes by establishing key metrics.				
Establishes and maintains trusted relationships with customers, partners, and ITS departments, to build an information technology strategy that responds to the university's business vision, goals, and strategy. Contributes in cross-functional coordination, architecture discussions, and prioritization planning in a highly collaborative environment.				
Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		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

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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/

Campus Security Authority (CSA)		Essential:
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.