



USC University of
Southern California

Senior ITSM Architect Job Description

JOB INFORMATION

Job Code:	166781
Job Title:	Senior ITSM Architect
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides highly specialized expertise and support in the development and continuous improvement of all IT service management processes (e.g., strategic input). Responsible for designing and implementing end-to-end process integration. Leads projects and strategy definition, ensuring business value by collaborating with all relevant stakeholders.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information System Management - Network Management	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

Req	Pref	Work Experience	Experience Level	
X		8 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		Extensive experience implementing ITIL-based processes using ServiceNow or similar ITSM systems.
X		Thorough understanding of leading ITSM processes, methodologies and frameworks.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Advanced documentation skills.
X		Experience in strategic planning, presenting ideas and solutions in non-technical, business-friendly terms to varied audiences (e.g., junior staff, executive leadership).
X		Proven analytical and problem-solving abilities.
X		Experience producing technical writing in multiple formats (e.g., end-user documentation, operational guides, technical reports/process flows) which promote and enable activity planning, risk reduction, compliance, and simplified access to information.
X		Experience developing and implementing metrics and reports.
X		Proven ability to independently assess and prioritize issues in fast-paced environments.
X		Ability to develop positive working relationships and strong rapport with team members, stakeholders and customers.
	X	Extensive experience in service management.
	X	Understanding of cloud service providers, standard infrastructure and application product offerings, customer support, and related technology.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		ITIL Foundations certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the design, architecture and integration of all service management processes, in compliance with all department and university policies and procedures. Leads the annual design, development, collection and reporting of ITSM metrics. Ensures regular reports and appropriate context are available to senior leadership.				
Manages the health and availability of data from diverse sources. Analyzes complexities and inconsistencies to solve problems. Translates data into written, digestible documentation, and distributes and presents it to varied stakeholders.				
Leads the development and delivery of continuous process improvements. Identifies cross-functional processes and/or service gaps, assessing and recommending possible solutions. Serves as a technical expert, collaborating with leadership to define and align goals and strategies.				
Delivers high-quality service focused on responsiveness, assurance, and empathy. Stays current with new/emerging technology, methodologies, frameworks and trends. Leverages expertise to facilitate innovation and support decision-making in ambiguous or unique challenges. Assists with business case development for varied efforts (e.g., vendor selection and management).				
Builds, maintains and leverages strong relationships with a broad range of stakeholders to achieve shared objectives, negotiating and winning concessions. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.