



Assistant Chief Information Officer, Enterprise Infrastructure And Services Job Description

JOB INFORMATION

<i>Job Code:</i>	168014
<i>Job Title:</i>	Assistant Chief Information Officer, Enterprise Infrastructure And Services
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Has responsibility for overseeing and supporting major areas of production computing systems and related customer services for university's Information Technology Services Division, including: enterprise telecommunications (networking, and telephony), middleware; data center services and related infrastructure; production support of administrative services, cloud services (including SaaS, IaaS, etc.), and associated technical support. Is a close partner with the Assistant CIO for Business Strategy and Applications in the interplay between Business Applications Development and Production. Serves as a partner and advocates for our Learning Systems, and Specialized Services in HPC, Digital Repository Services and others as defined. Collaborates with stakeholders in the college and schools, including Keck Medicine of university IT programs, to establish and maintain operating standards and service-level agreements for services at all university campuses and locations. Plays key role for university in establishing standards and best practices for production computing and telecommunications, including relationships with vendors, outside Internet service providers, and sister organizations. Provides broad leadership in providing reliable, responsive, innovative, and secure customer services – using modern best practices for managing customer needs. Provides leadership regarding migration to next-generation services and support models. Is fundamentally focused on balance between innovation and high-quality customer services in the central IT organization and in support of university as an institution. Develops a strong internal staff culture of excellence through continuous training, high expectations, and effective organizational structures. Builds on strong ties to peers in (inter)national community to ensure innovative and best practices at the university.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Related graduate study	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
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		Directly relevant experience in specialized field.
X		Thorough knowledge of management principles, budgeting, finance and applicable laws/regulations.
X		Strong and demonstrable communications skills, including development of presentations, documentation, and plans.
X		Clear track record engaging in national and regional community forums.
	X	Graduate-level experience strongly preferred or comparable business academic experience commensurate with complexity of projects and broad range of stakeholders.
	X	Progressively increasing leadership, planning and management experience in computing and information technology; strong leadership, organization, planning and communication skills are essential; evidence of successful planning and implementation of computer systems, networks and information technology in a complex university environment.
	X	Significant experience in running large-scale enterprise systems for administration, as well as building innovative, large-scale production services in support of all aspects of the academic mission, from learning to research to business systems.

Other Job Factors

- Evening or weekend work may be necessary to meet deadlines or solve specific problems.
- On call 24/7 to manage problems.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees key areas of production support for business applications (student information systems support and administrative services), information technology, data center operations, technical support, enterprise networking, voice communications, and customer services. Develops and implements management plans for ITS (Information Technology Services) operations to ensure organizational structure, business model, budget, and management functions align with customer-facing services.				
Establishes and maintains operating standards and service-level agreement for area of responsibility. Develops and manages budgets and reviews financial status. Leverages university buying power to obtain best price for hardware and software purchased for units and the enterprise.				
Serves a leadership role in development of an information technology strategic plan to enhance ITS operations. Recommends goals and objectives. Plans, implements and directs operations, service, programs, projects and activities.				
Places a strong priority on innovation and organizational change, with a view towards providing superior customer service and meeting institutional needs now and well into the future.				
Creates a full knowledge services customer service model that encompasses help desk, documentation, training and service catalog.				
Creates a clear linkage between customer needs and knowledge services program, ensuring that help desk, documentation, training, and technology groups are driving towards highest quality customer services, supported by clear metrics, staff training, and expectations.				
Leads in creating a common information architecture, including telecommunications, in support of both central (e.g., Business Applications) and specialized services (e.g., High Performance Computing and the University Digital Repository).				
Directly or indirectly supervises staff, impacts other staff across ITS, usually through subordinate directors, managers, and supervisors in areas that relate to the quality and impact of production services. Determines staffing needs based on goals and objectives. Recommends salary changes including raises, promotions				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
and reclassifications. Approves/disapproves all work guidance actions within division.				
Oversees training, supervision, and effective deployment of staff to develop and maintain a quality organization of technically talented and service-oriented staff.				
Fosters a continuous improvement and customer-oriented approach to supporting university communities, recognizing the importance of faculty, students, and administrators. Analyzes and evaluates customer satisfaction assessment data. Develops short and long-term plans for improving customer service.				
Consults with university CISO, develops and implements appropriate security protocols on ITS systems and for ITS staff.				
Develops and maintains an in-depth knowledge of university mission, strategic plans and computing requirements. Serves on appropriate internal and external committees and task forces as required.				
Establishes and works with project management methods to ensure adequate monitoring and completion of projects on-schedule and within budget.				
Maintains currency with, understands, and ensures compliance with applicable university and information technical services policies and procedures, and with applicable local, state and federal laws and regulations.				
Develops and manages ITS liaison program to help ensure exceptional customer service.				
Oversees coordination of recruitment, hiring, and orientation of staff.				
Establishes and maintains appropriate network of professional contacts. Keeps current on related technology trends, direction and issues. Attends and participates in leading regional and national conferences.				

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.