USC University of Southern California

IT Program Manager
Job Description

JOB INFORMATION

Job Code:	165479
Job Title:	IT Program Manager
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Leads delivery of IT enterprise programs and projects. Responsible for executing program and project management deliverables for internal and external audiences. Oversees comprehensive program and project plans, managing scope, schedule, and budget and directing project staff resources towards successful completion of deliverables. Demonstrates university values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Master's degree		In
	X		Business Administration	Or
	X		Computer Science	Or
	X		Computer Information Systems	Or
	X		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	in program management.	
	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		Proficiency with portfolio project management (PPM) tools (e.g., Planview, Smartsheet).
X		Experience as a senior project or program manager in a technical environment (e.g., IT infrastructure, enterprise architecture, data governance).
X		Extensive experience developing high-performing teams, providing mentorship and stewardship to encourage career development and growth.
X		Exceptional organizational and data analysis skills, balancing work and necessary resources and creating, preparing, and presenting reports to senior management.
X		Experience planning, scheduling, and managing budgets, prioritizing between immediate needs and long-term objectives.
X		Advanced proficiency with Microsoft Office applications (e.g., Word, Sharepoint).
X		Ability to understand and translate business value, manage diverse cross-functional teams, and work with and guide managers, technical, and non-technical staff.
X		Exemplary interpersonal skills, developing positive working relationships and strong rapport with team members and various stakeholders.
X		Excellent written and oral communication skills.
	X	Experience in IT project management.
	X	Proven ability to manage ambiguity and influence in a federated organization as an enthusiastic change agent.
	X	Experience with higher education.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Project Management Professional (PMP), Program Management Professional (PgMP), Portfolio Management Professional (PfMP), Agile Scrum, Lean Six Sigma, ITIL, and/or Organizational Change Management (OCM) certifications.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Establishes foundation for projects, working with sponsors to create robust, comprehensive project charters and baseline reports. Builds and sustains collaborative relationships with key stakeholders (e.g., staff, customers, partners) in administrative and academic units. Manages communications with project stakeholders and internal project teams. Collaborates with team members and management, implementing effective solutions to support the department's vision.				
Manages productivity and effectiveness of projects with varying complexities. Creates appropriate status reports and maintains accurate tracking logs to organize budget, time, scope and communication details. Drives continuous improvement, ensuring accurate, well-communicated scope and actionable schedules and budgets for each project.				
Identifies and proactively resolves issues, creating strategies for risk mitigation and contingency planning and escalating disruptions and dependencies to departmental leadership, as necessary. Reports risks that may affect work progress and recommends mitigation strategies.				
Maintains understanding of current and future business needs, university-wide technology initiatives and leading-edge project management practices. Follows project management methodology, applying tools, service management frameworks, and technology strategy to all projects. Utilizes pertinent change control processes, developing project progress and compliance reports, and presents regular updates in project team meetings.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members,				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
and leadership. Actively embodies university values and behaviors (e.g., accountability, ethics, best-in-class customer service). Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the organization.				
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 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/

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/		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.