



Senior Manager, Collaboration Technologies

Job Description

JOB INFORMATION

<i>Job Code:</i>	166857
<i>Job Title:</i>	Senior Manager, Collaboration Technologies
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May supervise student, temporary and/or resource workers.; Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Manages and develops a team providing technical guidance while integrating innovative collaboration technologies across the university. Focuses on more complex, judgmental and/or specialized issues surrounding emerging trends (e.g., artificial intelligence, generative pretrained transformers). Designs adoption roadmaps and analyzes machine learning solutions to increase productivity. Creates and leads the implementation of end-user adoption strategies. Partners with leaders in numerous areas (e.g., application services, product strategy) to ensure security and compliance.

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		In
	X		Computer Science	Or
	X		in related field(s)	
	X	Master's degree		
	X	Master's degree		In
	X		Computer Science	Or
	X		Statistics	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		7 years	in business, IT architecture, engineering or other relevant fields.	And
X		3 years	in leadership roles managing staff in large, complex IT enterprises.	

Work Experience

Req	Pref	Work Experience	Experience Level
	X	10 years	leading business or IT transformation projects utilizing data science, business intelligence, AI, and cloud applications at scale.

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		Experience leading analytics projects from problem definition and data discovery, to data preparation, feature engineering, model selection, validation, and deployment.
X		Proven record of developing talent and building productive and successful IT support teams.
X		Demonstrated ability to identify valuable ways of incorporating machine learning into workflows.
X		Excellent interpersonal skills, able to work successfully with multiple teams across an organization.
X		Proficient written and oral communication skills, able to deliver presentations to diverse audiences.
X		Demonstrated analytical and quantitative skills, able to use data to back up assumptions and opinions.
X		Experience managing complex contracts and budgets with large scale vendors and service providers.
X		Demonstrated ability to handle competing priorities and initiatives, quickly-changing priorities, and high customer expectations.
X		Expertise in systems design, building user relationships, data gathering techniques, and management information systems.
X		Demonstrated experience developing and leading enterprise-wide projects for services and applications with a large scale user base (i.e., more than 10,000).
X		Extensive knowledge of programming languages, techniques, frameworks (e.g. Python, Java, MATLAB).
	X	Demonstrated experience designing, implementing, and evaluating AI tools, models, and prototypes.
	X	Hands-on experience building with generative AI models, developing full-stack applications leveraging LLMs and/or multi-modal models (e.g., ChatGPT, Copilot, Perplexity).
	X	Knowledge of industry best practices for developing and deploying AI systems.
	X	Proficient in varied data visualization software (e.g., Azure, Tableau, SmartSheet).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Microsoft365 Certified Enterprise Administrator
	X		Enterprise Architecture Frameworks

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the assessment, governance and implementation of emerging collaboration technology (e.g., generative AI) to ensure user adoption. Leads the development, review, and approval of new processes and policies. Establishes frameworks and guardrails for risk assessment and incident management for deploying and integrating new products across the university.				
Develops and implements comprehensive strategies aligning emerging technology (e.g., machine learning) with the university mission. Partners with numerous stakeholders to understand business needs, identify improvement opportunities and help develop innovative solutions. Analyzes and compares systems and resources for effectiveness.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Leads cross-departmental teams deploying and supporting new centralized collaboration tools for campus customers. Creates dashboards and reports to provide data-driven, actionable insights for managing resources. Helps oversee budget administration.				
Establishes business processes for fast adoption and efficient operation of new technology. Provides user training/support for software. Collaborates with leadership to formulate and deploy long-term strategies for acquiring and enabling efficient and cost-effective technologies. Ensures leadership is informed in a timely manner of pertinent regulatory changes affecting operations.				
Stays current with emerging technologies, industry trends and modernized best practices. Builds relationships, educating and advising about new technologies as they relate to university policies. Makes public presentations, participates in seminars and attends conferences. Represents leadership internally/externally as directed or requested.				
Recruits, screens, hires, trains and directly supervises staff. Provides guidance to project teams, ensuring overall fit with priority strategies. 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

<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/			

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.