



## Associate Chief Information Officer, Customer Experience and Program Management Job Description

### JOB INFORMATION

<i>Job Code:</i>	165746
<i>Job Title:</i>	Associate Chief Information Officer, Customer Experience and Program Management
<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>	5 Administrator
Associate Chief Information Officer, Customer Experience and Program Management	

### JOB SUMMARY

Establishes and directs standards for operations, implements continuous improvement efforts and coordinates implementations across multiple teams/departments. Oversees shared services (e.g., customer service, learning environments, project management), accountable for staffing, budgets, strategic planning and implementation. Coordinates with staff, customers and leadership to accomplish operational goals.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		In
X			Computer Science	Or
X			Information Science	Or
X			in related field(s)	
	X	Master's degree		

#### 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		12 years	in IT.	
	X	15 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 with service delivery governance processes and development, delivering customer-focused solutions in large IT enterprises.
X		Ability to monitor current/emerging industry trends, anticipate customer needs, and motivate stakeholders to action.
X		Proven track record of building strong, positive working relationships and rapport with varied groups of team members, customers and relevant stakeholders.
X		Experience with budget management and business case development, weighing economic costs and values objectively.
X		Proven ability to interpret and apply pertinent regulations and requirements.
X		Demonstrated expertise in project management and organizational change practices.
X		Excellent written and oral communication skills, able to provide both detailed information as well as summaries to varied audiences.
X		Proven ability to build, develop and manage high performing teams.
	X	Extensive experience in IT, higher education, organizational development, communications and/or other relevant fields.
	X	Experience managing vendor relationships and expertise with varied vendor technology solutions.
	X	Experience advocating for design and development of various functions (e.g., computational architecture, application support).

## Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Delivers best-in-class customer experience, managing daily operations to ensure efficient service delivery. Oversees organization design, stakeholder engagement, technology adoptions, and change and culture management. Contributes to short- and long-term strategic planning and organizational vision.				
Oversees adoption of new and improved processes, procedures, service models, and service- and operational-level agreements. Establishes and monitors metrics for measuring customer experience, support and satisfaction. Directs communications, stakeholder engagement, and change and culture management efforts.				
Responsible for identifying trends and issues and providing vision and high-level direction. Builds and drives consistent, sustainable engagement and change management practices. Works with other senior leadership, customers and relevant stakeholders to develop and manage holistic strategies for service delivery and continuous service improvements.				
Develops mitigation policies and strategies for customer experience issues. Manages escalation procedures and communication with relevant stakeholders, monitoring and streamlining handoffs through to resolution as needed. Identifies and facilitates investigations, required reporting, and corrective actions.				
Formulates budgets in collaboration with senior leadership and relevant stakeholders. Oversees project budgets, scope and governance. Analyzes past spend, plans for upcoming projects, and forecasts system support and maintenance needs.				
Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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		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,

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.