UNIVERSITY OF SOUTHERN CALIFORNIA
Enterprise Applications Supervisor
Job Code: 165461

Grade: 00
OT Eligible: No
Comp Approval: 6/19/2014

JOB SUMMARY:
Supervises school/department enterprise application operations, projects and activities and supporting staff. Supervises the design solution, project specifications, implementation and maintenance of school/department enterprise applications. Works with various IT groups and users in defining, prioritizing and executing application enhancements and projects. Ensures users have adequate clarification and support on all business and functional requirements and specifications related to enterprise applications. Provides technical expertise when dictated by projects(s) requirements.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Supervises school/department enterprise application operations, projects and activities and supporting staff. Supervises the design solution, project specifications, implementation and maintenance of school/department enterprise applications. Evaluates and recommends changes to current and future enterprise software systems to meet organizational needs. Analyzes user needs and develops software solutions.

Supervises at least the equivalent of two full-time staff supporting the school/department enterprise application operations, projects and activities. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines, and/or terminates employees as required.

Sets deadlines, assigns responsibilities, and monitors progress for the enterprise software systems’ projects and modifications. Reviews staff members’ work and makes adjustments as needed. Prepares status reports on enterprise application project plans, progress and results of activities.

Participates in short and long term strategic planning and activities to improve school/department processes. Meets with department leaders regularly to understand complex, dynamic business rules/processes. Creates detailed, specific and comprehensive documentation to ensure standards and procedures are implemented and maintained.

Supervises components of a project plan or entire project. Develops benchmark measures to evaluate productivity of the project.

Engages users that may span multiple departments/units and assures cohesive delivery of organizational goals and processes to ensure effective technical solutions.

Determines feasibility of end user’s requests based on existing technical systems and data structures. Identifies possible IT solutions as appropriate in order to achieve operational objectives.

Assists in budget development and administration of project budget(s). Provides forecasts and projections used to develop budget. Prepares financial status reports as needed.
Contributes hands-on technical expertise and consulting services when dictated by project requirements.

Designs or customizes software with the aim of optimizing operational efficiency.

Oversees maintenance of current and accurate documentation in accordance with policies, procedures and regulatory guidelines for school/department enterprise applications in a timely manner.

Develops educational materials for training end users. Provides technical consultation, as needed.

Establishes clear user requirements for employees to establish and maintain multi-level user access in collaboration with management.

Stays informed of new developments and technologies by reading, journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls.Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 years

**Minimum Field of Expertise:**

- Broad-based knowledge and experience with enterprise applications functionality. Ability to provide technical direction to the end users. Supervisorial and budgetary experience. Excellent oral and written communication skills. Solid analytical and facilitation skills.

**Preferred Education:**
Master’s degree

**Preferred Experience:**

5 years

**Preferred Field of Expertise:**

Bachelor’s degree in information science or technology. Project Management Institute (PMI) certification.

**Skills: Other:**

Analysis
Assessment/evaluation
Budget development
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
Human resource process and employment knowledge
Interpersonal skills
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Staff development
Supervisory skills
Teaching/training

**Skilled in:**

Applications/systems development methodologies
Business requirements tools and techniques
Change management
Enterprise/information architecture
Project management tools and techniques
Software design tools
Software development life cycle methodologies
Technical documentation

**Skills: Machine/Equipment:**

Calculator
Computer network (department or school)
Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Technical

Comments:
Evening or weekend work may be necessary to meet deadlines or solve specific problems.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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