UNIVERSITY OF SOUTHERN CALIFORNIA

MIS Manager

Job Code: 165703

Grade: TK
OT Eligible: No
Comp Approval: 1/29/2009

JOB SUMMARY:

Supervises staff and operations of a computing services department which provides support and service for university and/or department-wide systems and users. Brings specific technical expertise to functions supervised. Has responsibility for staff supervision; participates in budget development and administration, short- and long-term planning and quality assurance. Responsible for the overall service delivery for one or more IT functions and/or capabilities.

JOB ACCOUNTABILITIES:

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- Directly supervises all assigned subordinate staff. 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.

- Recommends departmental goals and objectives. Implements and communicates to staff. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.

- Controls or monitors departmental budget and provides input for budget development.

- Manages daily operations of unit and provides specific technical expertise for function supervised. Directs and manages the delivery/deployment of complex projects and lends technical assistance to others as needed. Resolves problems referred by staff.

- Consults with users on project requests or for problem resolution. Develops solutions, designs and specifications to satisfy user needs. Develops project schedules; plans and estimates staffing and other resource requirements. Supervises the work of staff to ensure project plans and schedules are adhered to. Follows up with users to ensure satisfaction with services provided.

- Coordinates with vendors to obtain proposals for purchases of hardware, software and technical services. Analyzes proposals and makes recommendations. Orders, ships and/or receives goods or services. Verifies purchases.

- Participates in development and documentation of internal operating policies and procedures. Assists in development and dissemination of policies and procedures for users. Provides interpretation as required.

- Serves as a primary source of information regarding department services. Links department with other university offices to ensure services are effectively coordinated.

- Plans, designs and conducts specialized end user training for groups or individuals.
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments in field and technology changes. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

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:**

Essential: [ ] No

[ ] Yes 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:**

- 5 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

Directly relevant supervisory-level experience in MIS field to provide technical expertise.

**Preferred Education:**

- Bachelor's degree

**Preferred Field of Expertise:**

Directly relevant supervisory-level experience in MIS field to provide technical expertise and direction. Exposure to developing or maintaining input to a department budget.

**Skills:** **Other:**

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

Skilled in:
Applications/systems development methodologies
Change management
Configuration management
Database design tools and techniques
Enterprise/information architecture
Incident/problem management
Network communications technologies
Network design, connectivity and capacity configuration
Operating systems
Project management tools and techniques
Release management
Server applications and hardware
Technical documentation

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:
Supervises employees and/or student workers.

**Supervises: Nature of Work:**

- Administrative
- Professional/Paraprofessional
- Technical

**Comments:**

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