UNIVERSITY OF SOUTHERN CALIFORNIA

MIS Director (Decentralized)

Job Code: 165707

Grade: TL
OT Eligible: No
Comp Approval: 5/27/2015

JOB SUMMARY:
Manages information systems for a school or administrative or auxiliary department. Oversees staff and operations involved in systems analysis and applications programming, systems programming, technical planning, data administration and security, hardware support and maintenance, documentation, computer and auxiliary operations, client services and training, and quality assurance. Brings specific technical expertise to functions supervised for a hardware/programming-software model and/or cloud services model. Has responsibility for staff supervision, budget development and administration, department short and long term planning, system configuration, vendor management, customer service and satisfaction, and quality assurance.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Directly or indirectly supervises all assigned subordinate staff, usually through other supervisors. Recruits, screens, hires and trains staff. Assesses need for technical and professional growth and recommends development opportunities. Evaluates employee performance and provides guidance and feedback. Counsels and/or disciplines as needed.

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

Participates in the planning and administration of departmental and project budgets as assigned.

Advises management regarding information systems requirements in a hardware/programming-software model and/or cloud services model. Facilitates planning and directs the design, installation, modification and operations of department information systems.

Evaluates vendor proposals for system upgrades and configuration changes and/or purchases of hardware, software and technical services to assure adherence to specifications. Analyzes proposed projects for feasibility.

Prepares long and short range plans for applications selection, systems configuration and/or development, systems maintenance, production activities and for necessary support resources, coordinating area efforts with university-wide efforts.

Plans and recommends changes to the capacity of the operating system or its configuration.

Reviews and prioritizes systems development and/or system configuration requests. Prepares cost estimates for current and proposed projects, reflecting staff and equipment requirements. Develops project specifications. Plans and coordinates project schedules and related activities. Directs coding, testing, installation, debugging and documentation of systems developments and/or enhancements.
Plans and implements necessary controls and procedures to protect systems and data from modification, disclosure or destruction. Controls the integrity of data bases by monitoring incoming data and transactions.

Ensures all information systems products meet standards and user requirements. Tests software and hardware and monitors and resolves problems.

Oversees the development and maintenance of systems, programming and operations documentation.

Provides for the development of training materials and programs for department staff and users.

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

**Minimum Field of Expertise:**

Directly relevant experience administering comparable information systems to be able to provide technical direction to systems development and support staff. Supervisory and budget experience.

**Preferred Education:**

Master's degree
Preferred Experience:

7 years

Preferred Field of Expertise:

Management experience in a comparably configured systems environment

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
Statistical analysis
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
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:**
Manages through subordinate supervisors.

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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