UNIVERSITY OF SOUTHERN CALIFORNIA

MIS Director (Centralized)

Job Code: 165711

Grade: TM
OT Eligible: No
Comp Approval: 5/19/2015

JOB SUMMARY:
Manages the staff and operations of a centralized computing services department which provides support and service for university-wide systems and users. Examples include but are not necessarily limited to computer operations, server administration, networks, applications programming, systems programming, hardware support, client services and training, or consulting services. 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, short and long term planning, system configuration, vendor management, customer service and satisfaction, and quality assurance.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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<td>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.</td>
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| 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. |

| Provides specific technical expertise for functions supervised for a hardware/programming-software model and/or Cloud Services model, e.g., computer operations, applications programming, systems programming, systems configuration, hardware support, vendor management, client services and training, or consulting services. Directs the most complex projects and lends technical assistance to others as needed. Resolves problems referred by subordinate supervisors or staff. |

| Consults with users on systems development project requests. Communicates regularly and effectively with stakeholders, technical staff, senior level management and customers regarding project goals, objectives, deliverables, plans and status throughout a project. Designs system(s) and/or system(s) configuration and specifications to satisfy user needs. Develops project schedules and plans and estimates staffing and other resource requirements. Directs the work of staff to ensure project plans and schedules are adhered to and follows up with users to ensure satisfaction with services provided. Makes presentations, as needed. |

| 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. |
Develops internal operating policies and procedures and ensures they are well documented for use and reference by staff. Develops and disseminates policies and procedures for users. Provides interpretation as required and/or approves exceptions as authorized.

Establishes departmental performance standards and criteria. Provides for quality assurance reviews and feedback to ensure performance standards are met.

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

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

Participates in short and long term strategic planning, recommending modifications and/or additions to services provided, staffing and organizational plans, and corresponding budgetary implications.

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:

7 years

Minimum Field of Expertise:

Directly relevant experience in field to provide technical expertise along with supervisory
and budget management experience

**Preferred Education:**
Master’s degree

**Preferred Experience:**
10 years

**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
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:
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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