UNIVERSITY OF SOUTHERN CALIFORNIA

Assistant Chief Information Officer, Business Strategy and Applications

Job Code: 165722

Grade: 00
OT Eligible: No
Comp Approval: 12/10/2013

JOB SUMMARY:
Has responsibility for overall key business systems (and related systems supporting the university administration), applications and services in support of university-wide business processes and requirements. Works with appropriate stakeholders, leads the planning, development and delivery of innovative strategies, effective solutions, and efficient operational processes that set a high standard of excellence for USC’s centrally-provided administrative oriented applications and services. Partners and communicates effectively with stakeholders to create responsive information systems strategies that leads to successful results. Anticipates future possibilities afforded by technology innovation and develops a shared vision in which appropriate new solutions can be adopted. Has responsibility for providing leadership, direction and guidance for implementation, maintenance, enhancement and improvement of enterprise administrative information systems. Builds relationships with administrators, schools, business units, and other academic support organizations to provide campus-wide services, user support, training, and improve alignment and communication. Has responsibility for establishing and administering operating and technology standards, development and integration of new business services, problem identification and resolution of processes matters. May assist in day-to-day production issues, act as escalation point to resolve urgent and/or complex client issues, and manage client expectations. Reports to the Chief Information Officer.

JOB ACCOUNTABILITIES:

Directs the systems analysis, programming and project management activities of system-wide Enterprise Resource Planning (ERP) core applications systems and university database management systems and related systems.

Leads system-wide initiatives to improve efficiency and effectiveness of university business processes in accordance with priorities and directions negotiated and discussed with various leadership groups.

Recognizes and advances opportunities for utilization of university’s information technology investments.

Reviews and approves all systems development project requests, and coordinates schedules and related departmental activities.

Directly or indirectly manages all staff assigned to unit, usually through subordinate supervisors. Determines staffing needs based on goals and objectives of unit. Determines and/or recommends unit hiring and salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within unit. Approves professional development activities.

Prepares activity and progress reports regarding all systems analysis and programming areas.
Develops and manages enterprise applications budget and reviews financial status. Establishes project management methods to ensure adequate monitoring and completion of projects on schedule and within budget. Provides financial status reports and projections, as needed.

Manages, with CIO and others, vendor relationships and contract negotiation.

Builds relationships with schools, business units, and other academic support organizations to provide campus-wide services, user support, training and improve alignment and communication.

Establishes and administers operating and technology standards, development of new IT services, problem identification and resolution processes. Formulates and implements application developments security standards under the guidance of the Information Security Office.

Develops processes, standards and procedures for the team alignment with the overall IT operations and governance processes.

Serves a leadership role in the development of an information technology strategic plan to enhance ITS operations. Recommends goals and objectives. Collaborates with other Information Technology management staff regarding enterprise and system-wide computer architecture, capacity, planning, security and usage.

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:

Master's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

7 years

Minimum Field of Expertise:

Directly related administrative systems management experience in a university.
environment. Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization. Knowledge of systems development lifecycle and software as a service (SaaS) solutions. Experience in IT systems integration and maintenance, ERP (Finance and HR) and grants management systems. Experience with technical and architectural directions, policy development, and outreach and partnership in a complex organization. Exceptional interpersonal skills. Outstanding oral and written communication skills. Strong planning and organizational skills. Ability to use computer technology with efficiency and effectiveness. Strategic leadership experience delivering enterprise information systems.

Preferred Education:
- Master's degree

Preferred Experience:
- 10 years

Preferred Field of Expertise:
- Demonstrate leadership in planning, organizing and managing administrative operations of a large complex organization in an academic setting. Website development and maintenance experience.

Skills: Other:
- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Mediation
- Networking
- Organization
- Planning
- Problem identification and resolution
- Research
- Staff development
- Teaching/training

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
- Administrative
- Project Management
- Technical

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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