MANAGES the Metal Oxide Semiconductor Implementation Service (MOSIS) Run Closing Group and the MOSIS Customer Support Group. Provides expert-level trouble shooting and guidance to subordinate staff and/or users. Liaises between MOSIS engineers and MOSIS customers. Represents MOSIS at trade shows and other meetings.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>% TIME</th>
<th>E/M/NA</th>
<th>Activity Description</th>
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<tbody>
<tr>
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<td>Manages daily operations of the run closing group and customer support group and provides expertise. Develops project schedules and estimates staffing levels and other resources required to meet appropriate project deadlines.</td>
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<td>Establishes policies, procedures, goals, and deadlines. Ensures that policies and procedures are followed consistently and goals and deadlines are met.</td>
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<td>Directs complex projects and lends assistance to others as needed.</td>
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<td>Analyzes current procedures for initiating fabrication runs. Identifies areas needing improvement. Works with programmers and engineers to specify and implement changes.</td>
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<td>Determines the profitability of each fabrication run before processing can begin. Contacts past MOSIS customers, if run is not profitable, to determine if any customers can use excess space on run.</td>
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<td>Integrates software provided by MOSIS programmers into the current systems. Uses in-house software tools and interactions with customers and vendors to combine sets of process-specific integrated circuit design files submitted by customers into a manufacturing format for wafer fabrication. Provides fabrication instructions to vendors.</td>
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<td>Manages customer service function for MOSIS users. Researches and analyzes customer problems and develops solutions to satisfy user needs. Provides expert level support to MOSIS customers requesting assistance through the MOSIS Attention Program.</td>
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<td>Liaises between MOSIS engineers and MOSIS customers. Responds to questions of a highly technical nature regarding MOSIS design rules, fabrication processes, advanced packaging, and other issues. Writes programs to automate some procedures, as needed.</td>
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<tr>
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<td>Directly supervises all subordinate staff. Recruits, screens, hires, orients, trains and cross-trains staff. Evaluates employee performance, provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a day-to-day basis. Ensures timely completion of department's work.</td>
</tr>
<tr>
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<td></td>
<td>Represents MOSIS at trade shows and other meetings, as required. Makes presentations, as needed.</td>
</tr>
</tbody>
</table>
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. 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: __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:**
- Experience in areas of integrated circuit fabrication and appropriate computer systems. Knowledge of and experience with production control. Familiarity with computer file systems and system level utilities at the operator level.

**Preferred Education:**
- Bachelor's degree

**Preferred Field of Expertise:**
- Production management and computer programming knowledge.

**Skills:**
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- 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:
Help desk management and flow control
Operating systems
Programming languages

Skills: Machine/Equipment:
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:
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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