UNIVERSITY OF SOUTHERN CALIFORNIA
Assistant Chief Information Officer, Enterprise Infrastructure and Services
Job Code: 168014

Grade: 00
OT Eligible: No
Comp Approval: 7/28/2014

JOB SUMMARY:
Has responsibility for overseeing and supporting major areas of production computing systems and related customer services for university’s Information Technology Services Division, including: enterprise telecommunications (networking, and telephony), middleware; data center services and related infrastructure; production support of administrative services, cloud services (including SaaS, IaaS, etc.), and associated technical support. Is a close partner with the Assistant CIO for Business Strategy and Applications in the interplay between Business Applications Development and Production. Serves as a partner and advocates for our Learning Systems, and Specialized Services in HPC, Digital Repository Services and others as defined. Collaborates with stakeholders in the college and schools, including Keck Medicine of university IT programs, to establish and maintain operating standards and service-level agreements for services at all university campuses and locations. Plays key role for university in establishing standards and best practices for production computing and telecommunications, including relationships with vendors, outside Internet service providers, and sister organizations. Provides broad leadership in providing reliable, responsive, innovative, and secure customer services — using modern best practices for managing customer needs. Provides leadership regarding migration to next-generation services and support models. Is fundamentally focused on balance between innovation and high-quality customer services in the central IT organization and in support of university as an institution. Develops a strong internal staff culture of excellence through continuous training, high expectations, and effective organizational structures. Builds on strong ties to peers in (inter)national community to ensure innovative and best practices at the university.

JOB ACCOUNTABILITIES:

**E/M/NA % TIME**

______ ______ Oversees key areas of production support for business applications (student information systems support and administrative services), information technology, data center operations, technical support, enterprise networking, voice communications, and customer services. Develops and implements management plans for ITS (Information Technology Services) operations to ensure organizational structure, business model, budget, and management functions align with customer-facing services.

______ ______ Establishes and maintains operating standards and service-level agreement for area of responsibility. Develops and manages budgets and reviews financial status. Leverages university buying power to obtain best price for hardware and software purchased for units and the enterprise.

______ ______ Serves a leadership role in development of an information technology strategic plan to enhance ITS operations. Recommends goals and objectives. Plans, implements and directs operations, service, programs, projects and activities.

______ ______ Places a strong priority on innovation and organizational change, with a view towards providing superior customer service and meeting institutional needs now and well into the future.

______ ______ Creates a full knowledge services customer service model that encompasses help
Creates a clear linkage between customer needs and knowledge services program, ensuring that help desk, documentation, training, and technology groups are driving towards highest quality customer services, supported by clear metrics, staff training, and expectations.

Leads in creating a common information architecture, including telecommunications, in support of both central (such as Business Applications) and specialized services (such as High Performance Computing and the University Digital Repository).

Directly or indirectly supervises staff, impacts other staff across ITS, usually through subordinate directors, managers, and supervisors in areas that relate to the quality and impact of production services. Determines staffing needs based on goals and objectives. Recommends salary changes including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within division.

Oversees training, supervision, and effective deployment of staff to develop and maintain a quality organization of technically talented and service-oriented staff.

Fosters a continuous improvement and customer-oriented approach to supporting university communities, recognizing the importance of faculty, students, and administrators. Analyzes and evaluates customer satisfaction assessment data. Develops short and long-term plans for improving customer service.

Consults with university CISO, develops and implements appropriate security protocols on ITS systems and for ITS staff.

Develops and maintains an in-depth knowledge of university mission, strategic plans and computing requirements. Serves on appropriate internal and external committees and task forces as required.

Establishes and works with project management methods to ensure adequate monitoring and completion of projects on-schedule and within budget.

Maintains currency with, understands, and ensures compliance with applicable university and information technical services policies and procedures, and with applicable local, state and federal laws and regulations.

Develops and manages ITS liaison program to help ensure exceptional customer service.

Oversees coordination of recruitment, hiring, and orientation of staff.

Establishes and maintains appropriate network of professional contacts. Keeps current on related technology trends, direction and issues. Attends and participates in leading regional and national conferences.

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
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

Minimum Experience:
- 10 years

Minimum Field of Expertise:
- Directly relevant experience in specialized field. Thorough knowledge of management principles, budgeting, finance and applicable laws/regulations. Strong and demonstrable communications skills, including development of presentations, documentation, and plans. Clear track record engaging in national and regional community forums.

Preferred Education:
- Related graduate study

Preferred Field of Expertise:
- Graduate level experience strongly preferred or comparable business academic experience commensurate with complexity of projects and broad range of stakeholders. Progressively increasing leadership, planning and management experience in computing and information technology; strong leadership, organization, planning and communication skills are essential; evidence of successful planning and implementation of computer systems, networks and information technology in a complex university environment. Significant experience in running large-scale enterprise systems for administration, as well as building innovative, large-scale production services in support of all aspects of the academic mission, from learning to research to business systems.

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

**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 multiple layers of subordinate supervisors.  

**Supervises: Nature of Work:**  
Administrative  
Managerial  
Professional/Paraprofessional  
Service/Maintenance  

**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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