

UNIVERSITY OF SOUTHERN CALIFORNIA

Portfolio Manager (ITS)

Job Code: 166951

OT Eligible: No

Comp Approval: 7/9/2019

JOB SUMMARY:

Responsible for overseeing portfolios, leading the planning, development, implementation, and organization of ITS enterprise projects, initiatives, and programs. Forms business relationships with customers, partners, and key stakeholders, and ensures alignment with organizational business strategies. Identifies opportunities for maximizing value delivered by measuring portfolio progress, evaluating needs, and mitigating risk. Ensures strategies and sponsorship of portfolios, programs, and projects are defined and achieved. Develops and implements portfolio management plans for innovation, customer satisfaction, methodologies, and compliance, and closely tracks metrics to evaluate benefits realized. Manages ambiguity and influence in a federated organization as an enthusiastic change agent. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|---|
| _____ | _____ | Responsible for overseeing portfolios, leading the planning, development, implementation, and organization of ITS enterprise projects, initiatives, and programs. Forms business relationships with customers, partners, and key stakeholders, and ensures alignment with organizational business strategies. Tracks expertise, workloads, and bandwidth of all ITS staff and teams, aligning initiatives with staff needs and capacity. |
| _____ | _____ | Accountable for executing deliverables for the Enterprise Portfolio Management Office (EPMO) and the university. Identifies opportunities for maximizing value delivered by measuring portfolio progress, evaluating needs, and mitigating risk. Supports governance structures, timelines, and steering committees, prioritizing and sequencing projects effectively and in alignment with the university's strategic objectives. |
| _____ | _____ | Ensures strategies and sponsorship of portfolios, programs, and projects are defined and achieved. Oversees the use of resources across projects, monitoring and reporting on scope, budgets, targets, and schedule. Collaborates with ITS leaders, customers, partners, and key stakeholders to develop strategic portfolio-management roadmaps. |
| _____ | _____ | Develops and implements portfolio management plans for innovation, customer satisfaction, methodologies, and compliance. Defines and gains alignment on project success criteria and business benefits. Builds and presents business cases and risk assessments. Delivers performance management analysis to identify investment performance (e.g., cost, schedule) against planned accomplishments through coordinated project audits and reviews. |
| _____ | _____ | Leads routine status meetings to study, identify, and mitigate risk. Monitors project updates, manages change requests, and escalates disruptions and dependencies to leadership, as necessary. Develops key performance indicators (KPI) and closely tracks metrics to evaluate benefits realized. |

- _____ _____ Manages ambiguity and influence as a change agent, utilizing leading portfolio-management practices to drive continuous improvement and provide guidance for project planning. Proactively experiments with new ideas and approaches, identifying and leading team process improvements. Provides expertise and thought leadership regarding execution and value optimization, and effectively promotes individual staff and team performance.
 - _____ _____ Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members, and leadership. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).
 - _____ _____ Collaborates with team members and management, implementing effective solutions to support the Enterprise Project Management Office’s vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.
- 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:

10 years

Minimum Field of Expertise:

Ten years' demonstrated program management experience. Proficiency with portfolio project management (PPM) tools such as Smartsheet, MS Project, and ServiceNow. Experience as a portfolio manager or program director in a technical environment, including those regarding IT infrastructure, enterprise architecture, security, cloud, SDLC, applications, DevOps, data governance, analytics, and/or other related fields. Extensive experience developing high-performing teams, providing mentorship and stewardship to encourage career development and growth. Exceptional organizational and data analysis skills, creating, preparing and presenting reports to senior management. Experience planning, scheduling, and managing budgets, able to prioritize between immediate needs and long-term objectives. Advanced proficiency with Microsoft Excel, Word, PowerPoint, SharePoint, and other relevant Office applications. Excellent written and oral communication skills, able to work with and guide managers, technical, and non-technical

staff, and manage diverse cross-functional teams. Exemplary interpersonal skills, developing positive working relationships and strong rapport with team members and various stakeholders.

Preferred Education:

Bachelor's degree

Preferred Experience:

8 years

Preferred Field of Expertise:

Bachelor's degree in business administration, computer science, computer information systems, information technology, or relevant field. Project Management Professional (PMP), Program Management Professional (PgMP), Portfolio Management Professional (PfMP), Agile Scrum, Lean Six Sigma, ITIL, and/or Organizational Change Management (OCM) certifications. Experience in IT and/or project management.

Supervises: Level:

May oversee staff, students, volunteers, agencies and/or resource employees.

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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