

UNIVERSITY OF SOUTHERN CALIFORNIA

Manager, AV/IT Solutions (ITS)

Job Code: 166381

OT Eligible: No

Comp Approval: 11/25/2019

JOB SUMMARY:

Oversees technology architecture and design for the general use, ITS-managed learning spaces at both the Health Sciences and University Park campuses, as well as other spaces as requested by the provost's office. Ensures critical data is collected and analyzed to identify trends that may be impacting customer experience. Delivers best-in-class technology, data, and service designs in spaces for faculty, students, staff, researchers, and visitors. Ensures the AV/IT solutions team is responsive to the needs of a broad range of customers, and that customer issues are tracked, managed, escalated, and resolved appropriately. Builds strong relationships across the ITS organization, and cultivates ITS values and behaviors.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|--|
| _____ | _____ | Develops and manages a data-driven strategy for AV/IT solutions, utilizing data and developing plans that optimize customer experience, and directing AV/IT solutions architects and full- and part-time staff. Supports governance for AV/IT Solutions through the implementation of standards and quality measures, and drives annual projects in coordination with university stakeholders. |
| _____ | _____ | Evaluates effectiveness of current campus facilities and resources, and ensures AV/IT solutions meet customer needs and expectations. Collaborates with ITS leadership to identify, implement, and support cost-effective, leading solutions for classrooms, computer labs, and other collaboration and learning spaces. Supports process optimization, provides input to department budget planning, and monitors resources. Builds and maintains relationships with customers, partners, and stakeholders to ensure consistent, reliable service is delivered to a range of university stakeholders. |
| _____ | _____ | Oversees Level 2 and Level 3 technical support for numerous managed classrooms and auditoria throughout campus, leading a team of engineers to troubleshoot issues as they arise, and conducting regular touchpoints with staff to review performance and customer feedback. Directs the investigation, troubleshooting, and resolution of escalated technology-related incidents, and ensures that all are tracked via ServiceNow. Develops policies and procedures to leverage lessons learned and industry-leading practices. Manages the development of team members, helping set and achieve goals for career growth, and developing and executing training programs. |
| _____ | _____ | Supports the vision for AV/IT Solutions and works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Leads by example and fosters an inclusive, diverse environment. Demonstrates strong ethics, accountability, and actively drives the process of embedding ITS values and behaviors. Contributes to a culture of trust and transparency, and drives best-in-class customer service to USC through effective team member engagement. |
| | | 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:

6 years

Minimum Field of Expertise:

Extensive experience designing classroom AV/IT technologies, and evaluating and selecting collaboration equipment and technologies. Proven ability to develop and deliver AV/IT solutions in a distributed teaching and learning environment. Experience using ServiceNow software and developing AV/IT solutions governance processes. Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements. Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success. Understands and supports customer needs, customer-focused service design, and cultivates customer relationships. - Excellent written and verbal communication skills, with the ability to present technical topics to non-technical audiences and provide both detailed information as well as summaries to management-level individuals and groups, articulating strategies that motivate others to action. Knowledge of budget management, project management and organizational change practices. Ability to understand and work with large, complex systems, and manage necessary resources to resolve problems in a timely and effective manner. Proven problem-solving and decision-making skills, with the ability to uncover root causes and evaluate the risks and benefits of different solutions.

Preferred Education:

Bachelor's degree

Preferred Experience:

8 years

Preferred Field of Expertise:

Bachelor's degree in computer science, information systems, or related fields. Eight years' experience in IT and/or higher education.

Supervises: Level:

Supervises employees and/or student workers.

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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