

UNIVERSITY OF SOUTHERN CALIFORNIA

Analytics Manager (ITS)

Job Code: 166282

OT Eligible: No

Comp Approval: 8/2/2019

JOB SUMMARY:

Leads a team of innovative of data scientists, reporting developers, and advanced analytics engineers. Oversees the design, development, testing, and deployment of innovative business intelligence, data visualization, analytics, and emerging data solutions that solve for ITS and the university's most challenging problems. Responsible for partnering across the organization on cross-functional initiatives, driving actions as a result of business insights. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Leads a team of innovative of data scientists, engineers, developers, and administrators in solving complex analytical problems and challenges. Prioritizes initiatives and manages resources, executes the analytics roadmap to ensure customer and stakeholder needs are met. |
| _____ | _____ | Partners on cross-functional initiatives to drive actions as a result of business insights. Develops business cases, implements and supports multiple reporting and analytics tools, building and rolling out enterprise-level dashboards and insights frameworks. |
| _____ | _____ | Influences and guides the build of predictive models and algorithms to effectively measure and optimize business performance. Develops frameworks, models, tools, and processes to institutionalize data-analytics methods. Oversees operating procedures for data management, testing, and ongoing validations to maintain accuracy and integrity of all reported analytics. |
| _____ | _____ | Identifies opportunities to optimize and automate processes. Stays engaged with industry innovations and champions continuous improvement of analytics capabilities. |
| _____ | _____ | Manage team member development, helping them set and achieve goals for their career growth. Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Leads by example, demonstrating strong ethics, high accountability, and actively drives the process of embedding the ITS values and behaviors. Contributes to a culture of trust and transparency. Drives best-in-class customer service to the university through effective team-member engagement. |
| _____ | _____ | Support the Enterprise Data and Analytics vision. Works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports governance for analytics through the implementation of standards, procedures, and quality measures. |
| _____ | _____ | Builds and maintains strong relationships with customers, partners, and stakeholders, ensuring that consistent and reliable service is delivered to a broad range of university stakeholders. |

Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for analytics, maintaining currency with industry standards and innovations. Provides input around process optimization, department budgeting, and the monitoring and management of resources.

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 with both relational databases (e.g. MySQL, Microsoft SQL, SQL Server, Oracle, Snowflake, Redshift) and non-relational databases (e.g. Mongo, NoSQL). Understanding of the physical infrastructure and integrations required to support advanced analytics, with a strong, demonstrated interest in data science and artificial intelligence. Experience using statistical computer languages (e.g. R, Python) to manipulate data and draw insights from large data sets. Knowledge of predictive and advanced analytics technologies. Experience with embedded reporting functions for Software-as-a-Service (SaaS) products, including Workday, and with cloud data and data management solutions from providers (e.g. Amazon Web Services [AWS], Microsoft Azure, Informatica Cloud Services). Knowledge of web technologies, operating systems, programming and development languages, and standards (e.g. JAVA/J2EE, XML, JavaScript, .NET, C#, SPML, SAML, LDAP, JNDI). Demonstrated experience with data governance processes and development, and data modeling and business intelligence tools. Knowledge of budget management, business-case development, project management, and organizational change practices. Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action. Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements while managing numerous necessary resources to resolve problems in a timely and effective manner. Proven problem-solving and decision-making skills, and the ability to uncover root causes and evaluate the risks and benefits of different solution options. Excellent attention to detail and written and oral communication skills. Experience presenting technical topics to non-technical audiences, with proven ability to provide both detailed information and summaries to management-level individuals and groups. Strong problem solving, organizing, and issue resolution skills.

Preferred Education:

Bachelor's degree

Preferred Experience:

8 years

Preferred Field of Expertise:

Bachelor's degree in business administration, analytics, applied math, cognitive science, computer science, or related fields. Eight years' experience in IT, analytics, data science, cognitive engineering, higher education, or related industries, and five years' experience in a management or leadership role. Knowledge of emerging data science concepts (e.g., machine learning, automation, cognitive engineering). Extensive experience with IBM Cognos and Tableau software. Experience designing reports and dashboards, leveraging a business intelligence and/or reporting platform. Strong technical knowledge of network, PC, and platform operating systems. Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with relationships with various stakeholders and diverse individuals and groups.

Supervises: Level:

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