

UNIVERSITY OF SOUTHERN CALIFORNIA

Director, Platform Services (ITS)

Job Code: 166261

OT Eligible: No

Comp Approval: 10/22/2019

JOB SUMMARY:

Leads ITS server, storage and database administration services. Oversees platform design and support, and ensures ITS systems support the needs of a broad range of customers, partners, and key stakeholders in administrative and academic units. Provides technical guidance for reporting of server, storage, and database resources, as well as performance reports for infrastructure service delivery. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Ensures operational reliability, setting technology strategy for administration of applications, servers/storage, databases. infrastructure capacity planning, cloud service providers (IAAS/PAAS), and infrastructure service delivery and performance. |
| _____ | _____ | Drives successful day-to-day operations of the platform services engineering staff. Manages server, database and storage activity, hardware, and performance, and infrastructure technology vendors, engaging in the annual planning process. Provides technical guidance for server, storage, and database resources reporting, as well as platform service-delivery performance reports. Develops and delivers against established service-level targets. |
| _____ | _____ | Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Accountable for the development of team members by helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation. Drives best-in-class customer service to the university through effective team member engagement. |
| _____ | _____ | Provides vision and high-level direction for platform services within the larger context of the ITS and USC environments. Develops business cases and roadmaps that support ITS strategies. Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders. |
| _____ | _____ | Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of platform services, including servers and storage, maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers budget by creating, planning, monitoring, reconciling, and directing 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:

8 years

Minimum Field of Expertise:

Bachelor's degree in business management, engineering, computer science, computer information systems, or extensive equivalent experience. Eight years' experience in information technology. Five years' experience in a management or leadership role. Expertise in infrastructure design and development, technical architecture, and core enterprise applications. Experience designing and migrating workloads to the cloud, and with Infrastructure-as-a-service (IAAS) providers such as AWS, Azure and GCP. Strong knowledge and experience with database security practices, backup and recovery procedures, and performance monitoring. Support experience with Windows, Linux, VMware, and related technologies, as well as in SAN/NAS storage environments. Knowledge of networking concepts, TCP/IP, routing, firewalls and network security. Ability to develop positive working relationships and strong rapport with team members.

Preferred Education:

Master's degree

Preferred Experience:

10 years

Preferred Field of Expertise:

Master's degree in business management, engineering, computer science, computer information systems, or a related field. ITIL V3 certification. Ten years' experience in information technology. Seven years' experience in a management or leadership role. Excellent organizational skills, able to set priorities and manage multiple projects. 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 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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