

**UNIVERSITY OF SOUTHERN CALIFORNIA**

**Manager, Network Engineering (ITS)**

**Job Code: 166242**

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**OT Eligible: No**

**Comp Approval: 7/31/2019**

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**JOB SUMMARY:**

Supports the overall architecture, design, implementation, and operations of the campus network infrastructure. Delivers leading-edge expertise to manage critical incidents and problems, and delivers consistent and reliable network operations. Supports governance for the network, driving the implementation of standards, procedures, and quality measures. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

**JOB ACCOUNTABILITIES:**

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

\_\_\_\_\_ \_\_\_\_\_ Drives successful day-to-day operations of the network engineering staff, managing network security and design, wireless technologies, and enterprise architecture, and manages strategic initiatives (e.g., routing protocols, LAN/WAN technologies, wireless technologies, QoS, network security and management tools).

\_\_\_\_\_ \_\_\_\_\_ Tracks and reports network engineering metrics. Defines standard processes for the design, implementation, maintenance, and reporting of network operations, driving continuous improvement, and proactively managing critical incidents and problems.

\_\_\_\_\_ \_\_\_\_\_ Facilitates effective governance by leading regular team and committee meetings, implementing standards, procedures, and quality measures. Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs.

\_\_\_\_\_ \_\_\_\_\_ 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 infrastructure services within the larger context of the ITS and USC environments. 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 network engineering, maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers the department 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:**

6 years

**Minimum Field of Expertise:**

Cisco Certified Internetwork Expert (CCIE) certification, or equivalent. Three years' experience in a management or leadership role. Direct, hands-on experience with network transport, design, planning and implementation. In-depth understanding of routing protocols — LAN and WAN, Ethernet VPN (EVPN), Dark Fiber and Ethernet delivery, firewall technologies, client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice-to-administrative network services. Experience with firewalls and encryptions, and DNS, DHCP, and other routing and switching fundamentals. Experience with data centers, email or network consolidation, and/or other enterprise-wide technical consolidations. Demonstrated experience developing positive working relationships, managing high-performing, multi-functional teams with strong collaboration, communication, and technical documentation skills.

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

8 years

**Preferred Field of Expertise:**

Bachelor’s degree in business administration, computer science, computer information systems, or related fields. Ten years’ experience in information technology. Five years’ experience in a management or leadership role. Proven experience supporting large-scale network implementations and upgrades. Demonstrated experience delivering reliable, quality network service within a higher education environment or large private-sector organization with federated operations. 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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