

# UNIVERSITY OF SOUTHERN CALIFORNIA

## Senior ITSM Architect

Job Code: 166781

---

OT Eligible: No

Comp Approval: 12/8/2023

---

### **JOB SUMMARY:**

Provides highly specialized expertise and support in the development and continuous improvement of all IT service management processes (e.g., strategic input). Responsible for designing and implementing end-to-end process integration. Leads projects and strategy definition, ensuring business value by collaborating with all relevant stakeholders.

### **JOB ACCOUNTABILITIES:**

<b><u>*E/M/NA</u></b>	<b><u>% TIME</u></b>
-----------------------	----------------------

_____	_____	Oversees the design, architecture and integration of all service management processes, in compliance with all department and university policies and procedures. Leads the annual design, development, collection and reporting of ITSM metrics. Ensures regular reports and appropriate context are available to senior leadership.
_____	_____	Manages the health and availability of data from diverse sources. Analyzes complexities and inconsistencies to solve problems. Translates data into written, digestible documentation, and distributes and presents it to varied stakeholders.
_____	_____	Leads the development and delivery of continuous process improvements. Identifies cross-functional processes and/or service gaps, assessing and recommending possible solutions. Serves as a technical expert, collaborating with leadership to define and align goals and strategies.
_____	_____	Delivers high-quality service focused on responsiveness, assurance, and empathy. Stays current with new/emerging technology, methodologies, frameworks and trends. Leverages expertise to facilitate innovation and support decision-making in ambiguous or unique challenges. Assists with business case development for varied efforts (e.g., vendor selection and management).
_____	_____	Builds, maintains and leverages strong relationships with a broad range of stakeholders to achieve shared objectives, negotiating and winning concessions. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.
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:**

Extensive experience implementing ITIL-based processes using ServiceNow or similar ITSM systems. Thorough understanding of leading ITSM processes, methodologies and frameworks. Advanced documentation skills. Experience in strategic planning, presenting ideas and solutions in non-technical, business-friendly terms to varied audiences (e.g., junior staff, executive leadership). Proven analytical and problem-solving abilities. Experience producing technical writing in multiple formats (e.g., end-user documentation, operational guides, technical reports/process flows) which promote and enable activity planning, risk reduction, compliance, and simplified access to information. Experience developing and implementing metrics and reports. Proven ability to independently assess and prioritize issues in fast-paced environments. Ability to develop positive working relationships and strong rapport with team members, stakeholders and customers.

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

10 years

**Preferred Field of Expertise:**

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. Certification as an ITIL Expert, Managing Professional and/or Master. Extensive experience in service management. Understanding of cloud service providers, standard infrastructure and application product offerings, customer support, and related technology.

**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.

The University of Southern California is an Equal Opportunity Employer