



USC University of
Southern California

Application Administrator (ITS) Job Description

JOB INFORMATION

Job Code:	166273
Job Title:	Application Administrator (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Administration
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Supports the development, maintenance, and implementation of software applications. Delivers administrative support on a defined set of technical initiatives proposed for implementation. Helps facilitate ITS growth and operational effectiveness. Demonstrates

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Collaborates with customers, co-workers, and stakeholders across the ITS organization, including partners, communicating positively and effectively to deliver high-quality application systems and services. Monitors application statuses, and assists with c				
Aligns all activities with existing ITS and university policies, processes and procedures. Creates and maintains thorough documentation to track configuration settings. Assists with user and group access to applications. Ensures applications' uptime meets				
Analyzes problems by performing root cause-analysis exercises, and engages vendor support to leverage expertise. Identifies and recommends strategies for problem resolution and prevention, and critically evaluates the benefits of implementing any proposed				
Leverages the latest industry knowledge to facilitate opportunities for innovation and continuous improvement. Proactively experiments with new ideas and approaches, and participates in process innovation efforts. Ensures alignment with standards and best				
Implements effective solutions for managing applications and supporting the Enterprise Data and Analytics team's vision. Maintains currency with supported applications and architectures, all updates, and relevant existing, developing, and disruptive techn				
Aids the cultivation of an inclusive environment and a culture of trust and transparency. Builds and maintains collaborative relationships with diverse groups of team members, peers, and leaders, sharing data broadly, openly, and deliberately. Actively em				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.