

# Associate Chief Information Officer, Application Services (ITS) Job Description

JOB INFORMATION			
Job Code:	165758		
Job Title:	Associate Chief Information Officer, Application Services (ITS)		
FLSA Status:	Exempt		
Supervisory:			
Job Family:	IT Management		
Job Family Group:	Information Technology		
Management Level:	4 Administrator		

### **JOB SUMMARY**

The Associate Chief Information Officer (ACIO) of Application Services reports to the Deputy Chief Information Officer and maintains the Information Technology Services (ITS) enterprise applications landscape. The ACIO of Application Services leads management and support of the ITS application portfolio, and works closely with department leaders to oversee implementation and maintenance of applications and services.

### **JOB QUALIFICATIONS:**

Education				
Req	q Pref	Degree	Field of Study	
Χ		Bachelor's degree		
Χ		Bachelor's degree	<b>Business Administration</b>	Or
Χ		Bachelor's degree	Public Administration	Or
Χ		Bachelor's degree	Computer Science	Or
Χ		Bachelor's degree	Computer Information Systems	
	Х	Master's degree	<b>Business Administration</b>	Or
	Χ	Master's degree	Public Administration	Or
	Χ	Master's degree	Computer Science	Or
	X	Master's degree	Computer Information Systems	

### **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	
Χ		12 years		
	Χ	15 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
Χ		Proven ability to lead, manage and develop high-performing, multi-functional teams.
Χ		Experience managing implementation of integrated applications built on diverse technologies.
X		Demonstrated experience in developing, implementing and reviewing strategic plans, policies and programs.
Χ		Ability to interpret, analyze and apply pertinent policies, procedures, regulations and requirements.
Χ		Ability to provide both detailed information as well as summaries to management-level individuals/groups.
Χ		Ability to understand and work within large, complex IT and business environments.
Χ		Ability to develop positive working relationships and a strong rapport with team members.
Χ		Strong knowledge of the latest business applications technology and trends.

## **Other Job Factors**

## **JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Oversee implementation, ongoing use, and maintenance of all ITS applications, including functionality and decision-making, by working closely with ITS and department stakeholders to define, evaluate, and optimize business processes and integrate processes across applications.				
Ensure that incidents, events, and problems get closed in an efficient and consistent manner by monitoring reports and analyzing data, and conducting regular touchpoints with ITS directors and managers to drive accountability and resolution.				
Work closely with campus customers to understand university-wide business needs by participating in steering and advisory committees, technology events and councils, and engaging key stakeholders; propose technical solutions that meet a diverse range of needs.				
Develop and share business and departmental applications roadmap, including priorities, resourcing and ownership per activity, timelines, and dependencies by presenting plans, directives, and updates to staff.				
Oversee software development activities by defining and maintaining the overall architecture for business and departmental applications, and reviewing status reports and production data.				
Identify and facilitate investigation, required reporting, and corrective action for serious application quality, development, and delivery issues by developing mitigation strategies and establishing escalation policies and procedures.				
Formulate budget along with the ITS Finance team; analyze past spend, plan for upcoming projects, and forecast future support and maintenance needs.				
Develop the people, processes, and technologies to achieve ITS and university strategic objectives by fostering a culture of transparency, accountability, and customer service excellence.				

# Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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/

Campus Security Authority (CSA)	Essential:
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 allinclusive 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.