Associate Chief Information Officer, Infrastructure Services (ITS)
Job Description

JOB INFORMATION

Job Code:	165775
Job Title:	Associate Chief Information Officer, Infrastructure Services (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Reports to the Deputy Chief Information Officer (DCIO) and oversees the Information Technology Services (ITS) network, data center, platform services and collaboration technologies landscape to improve and optimize infrastructure service delivery. The ACIO of Infrastructure Services leads the management and support of the ITS infrastructure architecture, and works closely with department leaders to ensure ITS systems support the needs of a broad range of customers, partners, and key stakeholders in administrative and academic units. Delivers a reliable, high quality IT core infrastructure to the university by overseeing the ITS network, data center, platform services and collaboration technologies landscape. Oversees benchmarking, analysis, reporting and recommendations for the improvement and growth of the ITS infrastructure systems, including priorities, goal setting, resourcing and ownership per activity, timelines and dependencies.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
X		Bachelor's degree	Engineering	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	
	X	Master's degree	Engineering	Or
	X	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	
X		12 years		
	X	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
X		Strong knowledge of the latest IT infrastructure technology and trends.
X		Ability to work within large, complex IT and business environments.
X		Demonstrated ability and experience in developing, implementing, reviewing, interpreting, analyzing and applying pertinent policies, procedures, regulations and requirements.
X		Ability to provide both detailed information and summaries to management-level individuals and groups.
X		Experience managing implementations of integrated applications built on diverse technologies.
X		In-depth understanding of routing protocols (e.g., Broadway Gateway Protocol [BGP], Enhanced Interior Gateway Routing Protocol [EIGRP]), LAN technologies (e.g., VLANs, STP, bridging and switching), WAN technologies (e.g., Frame Relay, ATM, T1, DS3, OC3, OC12, SONET delivery and Ethernet delivery), and client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice to administer network services.
X		Knowledge and support experience in SAN/NAS storage environments.
	X	Experience working in IT within a higher education environment.
	X	Strong bhttps://usc.jdxpert.com/Route/78.637891279308167605/kit/en-US/V2_Grey_JDX/1048574.65518.926/0/V2_Grey_JDX/Resources.Gizmox.WebGUI.Forms.Skins.CommonSkin.Empty.gif.wgxackground in network and server infrastructure technologies and/or strong experience managing diverse stakeholders and technical teams in an enterprise environment.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			ITIL or equivalent certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Delivers a reliable, high quality IT core infrastructure to the university by overseeing the ITS network, data center, platform services and collaboration technologies landscape; ensures efficiency and best-in-class service delivery in managing day- to-day operations, and contributes to near-term strategic IT planning and long-term organizational vision.				
Ensures that infrastructure incidents, events and problems get closed in a timely and consistent manner by monitoring performance and status reports, analyzing data, and conducting regular touchpoints with ITS directors and managers to drive accountability and resolution aligned with customer satisfaction and leading edge practices.				
Works 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; manages end-user services and proposes innovative network and platform solutions that meet a diverse range of current and future needs.				
Oversees benchmarking, analysis, reporting and recommendations for the improvement and growth of the ITS infrastructure systems. Includes priorities, goal setting, resourcing and ownership per activity, timelines and dependencies, presenting plans, directives and updates to staff, defining and maintaining service level agreements (SLAs), and improving and enhancing key metrics as required by technology changes and evolving business needs.				
Monitors capacity planning by defining and maintaining the overall ITS infrastructure architecture; ensures system environments are adequately scalable for anticipated growth and availability. Foster a culture of transparency,				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
accountability, and customer service excellence by developing the people, processes, and technologies to apply innovative solutions to achieve ITS and university strategic objectives.				
Identifies and facilitates investigations, required reporting, and corrective actions for serious infrastructure quality, development, and delivery issues by developing mitigation strategies and establishing escalation policies and procedures; manages escalation and communication to campus customers, and ITS technology and vendor partners.				
Formulates the ITS infrastructure budget in collaboration with executive leadership and the IT Finance team by analyzing past spend, planning for upcoming projects, and forecasting future system support and maintenance needs; oversees infrastructure project budgets, scope, and governance.				

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 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.