



**USC** University of  
Southern California

## Deputy Chief Information Officer Job Description

### JOB INFORMATION

<i>Job Code:</i>	165719
<i>Job Title:</i>	Deputy Chief Information Officer
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	3 Executive

### JOB SUMMARY

The Deputy Chief Information Officer has responsibility for key business and university information systems, applications and services. Works with appropriate stakeholders, leads the planning, development and delivery of innovative strategies, effective solutions, and efficient operational processes. Partners and communicates effectively with stakeholders to create comprehensive information systems strategies that lead to successful results. Anticipates future possibilities afforded by technology innovation and develops a shared vision in which appropriate new solutions can be adopted. Has responsibility for providing leadership, direction and guidance for implementation, maintenance, enhancement and improvement of enterprise information systems. Builds relationships with administrators, schools, business units, and other academic support organizations to provide campus-wide information technology services, user support and training. Establishes operating and technology standards, development and integration of new business services. May assist in day-to-day production issues, act as escalation point to resolve urgent and/or complex client issues, and manage client expectations.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Master's degree	
	X	Master's degree	

#### Additional Education

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

X Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		10 years	
	X	12 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		Directly related information systems management experience in a university environment.
X		Demonstrated leadership in planning, organizing and managing administrative operations of a large complex organization.
X		Knowledge of systems development lifecycle and software as a service (SaaS) solutions.
X		Experience in IT systems integration and maintenance, ERP (Finance and HR) and grants management systems.
X		Experience with technical and architectural directions, policy development, and outreach and partnership in a complex organization.
X		Exceptional interpersonal skills. Outstanding oral and written communication skills.
X		Strong planning and organizational skills.
X		Strategic leadership experience delivering enterprise information systems.
	X	Demonstrable leadership in planning, organizing and managing administrative operations of a large complex organization in an academic setting.
	X	Website development and maintenance experience.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads system-wide initiatives to improve efficiency and effectiveness of university business practices in accordance with priorities and directions negotiated and discussed with various leadership groups.				
Recognizes and advances opportunities for utilization of university's information technology investments.				
Directs the systems analysis, programming and project management initiatives in a comprehensive inventory of university information systems, and reviews and approves all systems development project requests.				
Directly or indirectly manages all staff assigned to unit, through subordinate supervisors. Determines staffing needs based on goals and objectives of unit.				
Develops and manages enterprise applications budget and reviews financial status. Establishes project management methods to ensure adequate oversight and completion of projects on-schedule and within budget. Provides financial status reports and projections.				
Manages, with CIO and others, vendor relationships and contract negotiations.				
Builds relationships with schools, business units, and other academic support organizations to provide campus-wide information technology services, user support, training and improve alignment and communication.				
Establishes and administers operating and technology standards, development of new IT services, and problem identification and resolution processes. Formulates and implements application developments security standards under the guidance of CIO.				
Develops operating standards and practices for management of information technology initiatives to align with the university and information technology organizations' requirements.				
Serves in a senior leadership capacity for the development of an information technology strategic plan that enhances ITS operations. Recommends goals and objectives. Collaborates with other information technology management staff regarding enterprise and system-wide technology architecture, capacity, planning, security and usage.				

## 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		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

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	Yes

**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.