USC University of Southern California

Developer (ITS)
Job Description

JOB INFORMATION

Job Code:	167531
Job Title:	Developer (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Creates, develops, revises, and maintains software applications and solutions, adapting to regularly changing priorities. Supports project and task planning, and assists with security governance, policies, and overall university compliance. Provides customer-focused solutions, handling and routing customer requests appropriately for tracking and resolution. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

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

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

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
X		Experience in information technology, software development, engineering, or relevant fields.
X		Foundational knowledge of security concepts, secure code development techniques, and the development and configuration of software solutions.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to understand and work with large, complex systems, write test cases for new and existing code to ensure compatibility and stability, and provide detailed information and summaries to peers and supervisors.
X		Excellent written and oral communication skills, and the ability to establish strong, positive working relationships and rapport with diverse groups of team members.
	X	Experience in higher education.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Creates, develops, revises, and maintains software applications and solutions, adapting to regularly changing priorities. Ensures code is maintained, supported, and performs as intended upon implementation. Produces and presents problem-solving rationale within a variety of settings to diverse audiences. Collaborates with key stakeholders within ITS and other university departments, working to develop understanding of technical specifications and deliver features and services based on business requirements.				
Supports project and task planning, contributing to the development and execution of processes and procedures and ensuring alignment with university and ITS objectives and customer needs. Assists with security governance, policies, and overall university compliance by embedding standards, procedures, and quality analysis measures into workflows/plans. Identifies and communicates system issues, bugs, and fixes, and aids the initiation of process-improvement efforts within teams and across ITS.				
Handles and routes customer requests appropriately for tracking and resolution. Supports customer point-of-views when identifying priorities and presenting solutions, leveraging insights on customer pain points, challenges, and needs. Provides customer-focused solutions, and builds and maintains effective customer relationships through timely follow-ups and efficient, effective feedback.				
Leverages the latest industry knowledge and best practices to facilitate innovation, continuous improvement, and effective troubleshooting and problem-solving. Proactively experiments with and analyzes new approaches and complex, diverse, and/or conflicting datasets to identify root causes. Develops and maintains knowledge base articles, tutorials, and training resources.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				
Collaborates with team members and management, implementing effective solutions to support the Application Services team's vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

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.