



**USC** University of  
Southern California

## Director, Cloud Applications (ITS) Job Description

### JOB INFORMATION

<i>Job Code:</i>	166271
<i>Job Title:</i>	Director, Cloud Applications (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Provides technical and operational leadership, strategic planning, maintenance and quality assurance for ITS enterprise business applications, including the Workday suite. Leads a highperforming team of application developers, Workday project staff, and ITS staff to deliver technology solutions, agile technology roadmaps, and training programs. Oversees a suite of software solutions and services that align with business needs, optimize operational efficiencies, and provide the greatest value to the university. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Business Administration	
	X	Master's degree	Computer Science	Or
	X	Master's degree	Business Administration	Or
	X	Master's degree	in related field(s)	

#### Additional Education

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

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		8 years	in information technology, higher education, or other relevant industries	
X		3 years	in a management or leadership role	
	X	10 years	in information technology and/or higher education	
	X	5 years	in a management or leadership role	

## 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 building highly available, horizontally scalable, secure cloud-based services using leading-edge processes and technologies.
X		Strong project management skills and experience, with the proven ability to build and support large-scale, business critical systems.
X		Experience managing and directing a team of developers and analysts for custom applications and package systems using the software development life cycle (SDLC) methodology to achieve best-in-class results.
X		Demonstrated experience leading a multifunctional team, developing and managing diverse, high-performing teams with positive working relationships and strong rapport.
	X	Demonstrated expertise with Workday Financial Management, Workday Human Capital Management (HCM), or Workday Student.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with various stakeholders and diverse individuals and groups.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Establishes and maintains trusted relationships with customers, partners, and ITS departments, to build an information technology strategy that responds to the university's business vision, goals, and strategy. Contributes in cross-functional coordination, architecture discussions, and prioritization planning in a highly collaborative environment.				
Defines project release schedules and periodic update schedules to ensure continuous improvement. Works with business users to define the schedules and priorities. Develops and applies advanced technologies, engineering principles, theories, and concepts.				
Works closely with ITS leadership to identify, implement, and support cost effective, leading solutions for cloud applications, including servers and storage, maintaining currency with industry innovations. Ensures operational reliability, setting technology strategy for administration of applications, servers/storage, databases, infrastructure capacity planning, cloud service providers (IAAS/PAAS), and infrastructure service delivery and performance. Provides thought leadership around process optimization, and administers the department budget by creating, planning, monitoring, reconciling, and directing resources.				
Consistently demonstrates high levels of technical knowledge, ingenuity, and creativity. Recruits and develops talent to build high-performing teams and fosters an environment of trust, collaboration, transparency, and inclusion that values and supports differences; develops guidelines to support work/life balance and recognize and reward efforts and contributions.				
Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Accountable for the development of team members by helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation. Drives best-in-class customer service to the university through effective team member engagement.				

**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: <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>			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.