![USC University of Southern California]

Director, Network Infrastructure (ITS)
Job Description

JOB INFORMATION

Job Code:	166325
Job Title:	Director, Network Infrastructure (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Network Engineering
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Designs and delivers best-in-class network solutions. Leads day-to-day operations and support, implementations, and upgrades of the network. Oversees infrastructure budget, and sets network security and wireless technology strategies. Defines standard processes for design, implementation, and maintenance of network operations, including incident resolution. Establishes strong relationships with vendors, service providers, and campus stakeholders. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Data Analytics	Or
	X	Bachelor'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		8 years	in information technology	And
X		3 years	in a management or leadership role	
	X	10 years	in information technology	And
	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		Demonstrated experience leading large-scale network implementations and upgrades, delivering reliable and quality network service in a higher-education environment.
X		Extensive experience with the design, planning and implementation of new, large-scale network infrastructures.
X		Proven ability to develop complex, cost- effective, inter-networking solutions in support of multi-location, enterprise-wide area networks.
X		Experience with data center, email, and/or network consolidation, and/or other enterprise-wide technical consolidations.
X		Ability to develop and manage a high-performing team with positive working relationships and strong rapport.
X		Experience managing communications infrastructure and converged voice.
	X	Bachelor's degree in business administration, computer science, data science, computer information systems, or a related field.
	X	Demonstrated expertise in routing protocols (e.g. Border Gateway Protocol [BGP]), LAN technologies (e.g. VLANs, STP, VXLAN), WAN technologies (e.g. virtual routing and forwarding contexts [VRFs], Ethernet VPN [EVPN], dark fiber, and Ethernet delivery), firewall technologies (e.g. SSL decryption, remote access VPN, site-to-site VPN, architecture, and placement), client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice to administrative network services.
	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
Leads the administration of best-in-class network services, directing strategy for the network engineering team regarding routing protocols, LAN/WAN technologies, network security, wireless technologies, QoS, cellular services, and network management tools.				
Directs process optimization for the network engineering team, and oversees its million-dollar budgets. Manages technology vendors to ensure efficient and effective operations across campus network infrastructure and services. Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of network engineering, maintaining currency with industry innovations.				
Oversees successful day-to-day operations of the network engineering staff, ensuring standard processes for the design, implementation, maintenance, and reporting of network operations are solid. Develops and delivers against established service-level targets. Oversees continuous improvement and management of critical incidents and problems.				
Establishes and maintains trusted relationships with customers, partners, and ITS departments to build an information technology strategy that responds to the business vision, goals, and strategy of the university. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs.				
Provides vision and high-level direction for network services within the larger context of the ITS and USC environments. Develops business cases and roadmaps that support ITS strategies. Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders.				
Directs 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

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.