USC University of Southern California

Director, Platform Services (ITS)
Job Description

JOB INFORMATION

Job Code:	166261
Job Title:	Director, Platform Services (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Leads cloud, server, storage and database administration services. Oversees platform design and support, and ensures university systems support the needs of a broad range of customers, partners, and key stakeholders in administrative and academic units. Provides technical guidance for reporting of cloud, server, storage, and database resources, as well as performance reports for infrastructure service delivery.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Engineering	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Engineering	Or
	X	Master's degree	Computer Science	Or
	X	Master's degree	Computer Information Systems	Or
	X	Master's degree	in related field(s)	

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		10 years		
X		8 years	in information technology	
X		5 years	in a management or leadership role	
	X	12 years	in information technology	
	X	7 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		Expertise in infrastructure design and development, technical architecture, and core enterprise applications.
X		Experience designing and migrating workloads to the cloud, and with Infrastructure-as-a-service (IAAS) providers such as AWS, Azure and GCP.
X		Strong knowledge and experience with database security practices, backup and recovery procedures, and performance monitoring.
X		Support experience with Windows, Linux, VMware, and related technologies, as well as in SAN/NAS storage environments.
X		Knowledge of networking concepts, TCP/IP, routing, firewalls and network security.
X		Ability to develop positive working relationships and strong rapport with team members
	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.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		ITIL V3 certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures operational reliability, setting technology strategy for administration of cloud environment, servers/storage and databases. Oversees infrastructure capacity planning, cloud service providers (e.g., IAAS/PAAS), and infrastructure service delivery and performance.				
Drives successful day-to-day operations of the platform services engineering staff. Manages cloud and on-premise servers, database and storage activity, hardware, and performance, and infrastructure technology vendors, engaging in the annual planning process. Provides technical guidance for cloud, server, storage, and database resources reporting, as well as platform service-delivery performance reports. Develops and delivers against established service-level targets.				
Accountable for the development of team members by helping them set and achieve goals for their career growth. Drives best-in-class customer service to the university through effective team member engagement. Builds and maintains strong relationships with leaders, customers, partners and stakeholders.				
Provides vision and high-level direction for platform services within the larger context of university environments. Develops business cases and roadmaps to support department strategies. Develops and leads a cohesive knowledge management strategy that sets technology and ways of working standards.				
Works closely with leadership to identify, implement, and support cost-effective, leading solutions for all aspects of platform services, (e.g., servers, storage), maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers budget by creating, planning, monitoring, reconciling, and directing resources.				
Actively drives the process of embedding department values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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.