



Enterprise Applications Supervisor Job Description

JOB INFORMATION

| | |
|-------------------|--|
| Job Code: | 165461 |
| Job Title: | Enterprise Applications Supervisor |
| FLSA Status: | Exempt |
| Supervisory: | Supervises employees and/or student workers. |
| Job Family: | Technical Project Management |
| Job Family Group: | Information Technology |
| Management Level: | 6 Supervisor |

JOB SUMMARY

Supervises school/department enterprise application operations, projects and activities and supporting staff. Supervises the design solution, project specifications, implementation and maintenance of school/department enterprise applications. Works with various IT groups and users in defining, prioritizing and executing application enhancements and projects. Ensures users have adequate clarification and support on all business and functional requirements and specifications related to enterprise applications. Provides technical expertise when dictated by projects(s) requirements.

JOB QUALIFICATIONS:

Education

| Req | Pref | Degree | Field of Study | |
|-----|------|-------------------|---------------------|-----|
| X | | Bachelor's degree | | |
| | X | Bachelor's degree | Information Science | And |
| | 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

| Req | Pref | Work Experience | Experience Level | |
|-----|------|-----------------|------------------|--|
| X | | 3 years | | |
| | X | 5 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 | | Broad-based knowledge and experience with enterprise applications functionality. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|--|
| X | | Ability to provide technical direction to the end users. |
| X | | Supervisory and budgetary experience. |
| X | | Excellent written and oral communication skills. |
| X | | Solid analytical and facilitation skills. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|---|
| | X | | Project Management Institute (PMI) certification. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Supervises school/department enterprise application operations, projects and activities and supporting staff. Supervises the design solution, project specifications, implementation and maintenance of school/department enterprise applications. Evaluates and recommends changes to current and future enterprise software systems to meet organizational needs. Analyzes user needs and develops software solutions. | | | | |
| Supervises at least the equivalent of two full-time staff supporting the school/department enterprise application operations, projects and activities. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines, and/or terminates employees as required. | | | | |
| Sets deadlines, assigns responsibilities, and monitors progress for the enterprise software systems' projects and modifications. Reviews staff members' work and makes adjustments as needed. Prepares status reports on enterprise application project plans, progress and results of activities. | | | | |
| Participates in short- and long-term strategic planning and activities to improve school/department processes. Meets with department leaders regularly to understand complex, dynamic business rules/processes. Creates detailed, specific and comprehensive documentation to ensure standards and procedures are implemented and maintained. | | | | |
| Supervises components of a project plan or entire project. Develops benchmark measures to evaluate productivity of the project. | | | | |
| Engages users that may span multiple departments/units and assures cohesive delivery of organizational goals and processes to ensure effective technical solutions. | | | | |
| Determines feasibility of end user's requests based on existing technical systems and data structures. Identifies possible IT solutions as appropriate in order to achieve operational objectives. | | | | |
| Assists in budget development and administration of project budget(s). Provides forecasts and projections used to develop budget. Prepares financial status reports as needed. | | | | |
| Contributes hands-on technical expertise and consulting services when dictated by project requirements. | | | | |
| Designs or customizes software with the aim of optimizing operational efficiency. | | | | |
| Oversees maintenance of current and accurate documentation in accordance with policies, procedures and regulatory guidelines for school/department enterprise applications in a timely manner. | | | | |
| Develops educational materials for training end users. Provides technical consultation, as needed. | | | | |
| Establishes clear user requirements for employees to establish and maintain multi-level user access in collaboration with management. | | | | |

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Stays informed of new developments and technologies by reading, journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars. | | | | |

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.