IT Relationship Manager (Decentralized)
Job Description

JOB INFORMATION

Job Code:	165770
Job Title:	IT Relationship Manager (Decentralized)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Ensures IT alignment with business interests of the school or department. Demonstrates a comprehensive understanding of the school or department's business model, and effectively communicates requirements to IT, assisting in the direction of IT strategy to meet business goals. Facilitates brainstorming, problem solving, feedback, onboarding, and planning regarding the effective use of IT services and identifies areas for IT service improvement. Works closely with IT team and executive leadership and contributes to the development of enterprise-level application and custom integration solutions. Serves as a primary liaison between the school or department and a broad range of internal and external customers, partners, and stakeholders.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Master's degree		

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		5 years		
	X	7 years		
	X	2 years	Conducting business/systems analysis	

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 delivering complex technological solutions in a project management environment.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Broad-based knowledge of and experience with information technology.
X		Experience in all stages of project lifecycle (e.g., business case development, status reports, final delivery).
X		Excellent written and oral communication skills, and experience working with and forming meaningful relationships with technical and non-technical workers.
	X	Technological project management experience in a university environment.
	X	Consulting experience.
	X	Proven leadership experience.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
			Project Management Professional (PMP) certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Evaluates a school/department's business requirements and develops project-based and long-range technology strategies, identifying improvement opportunities and determining integration patterns. Assists the analysis of project objectives and business initiatives to ensure cooperation between business and IT teams.				
Assists with business case development, considering cost-benefit analysis and likely return on investment. Seeks opportunities to streamline and automate processes and operations. Prioritizes projects and recommends maximally effective technologies.				
Maintains relationships with internal/external technology teams, facilitating service level agreement (SLA) negotiations and establishing open communication. Consults on technological elements of request for information and requests for proposals (RFIs, RFPs), and manages internal and client change requests.				
Maintains currency with industry trends in business and technology, identifying technologies with high business-value potential. Promotes process improvement and system development. Plans, designs, and conducts specialized end-user training on effective use of applications and IT services for relevant students, faculty, and staff.				
Ensures school and/or program knowledge bases are maintained and readily available to both IT and school/program community to improve IT service quality and the efficiency of incident resolution.				

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.