



# Infrastructure Operations Analyst (ITS) Job Description

## JOB INFORMATION

Job Code:	165071
Job Title:	Infrastructure Operations Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

## JOB SUMMARY

Provides administrative, procurement, financial, and customer agreement support for infrastructure services. Owns and coordinates the department's operational calendar and reports on service performance through compliance with established service-level agreements (SLAs) and events with key stakeholders. Generates audit reports, supports asset management, collaborates with customers and vendors, and plans events. Participates in procurement and purchasing processes, tracking maintenance agreements and renewals. Demonstrates 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	Computer Information Systems	Or
	X	Bachelor'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

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years	in information technology, infrastructure, and operations	
	X	3 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		Proven experience analyzing finances, budgeting, forecasting, and reporting.
X		Demonstrated ability to understand and work with large, complex systems, documenting workflows and processes.
X		Experience with procurement activities including soliciting quotes, ordering equipment, tracking vendor expenses, generating purchase orders, finalizing invoices, and/or tracking deliveries.
X		Distinct customer service orientation, and experience planning and managing events and meetings.
X		Experience analyzing large datasets, with proven ability to adhere to a broad range of compliance requirements.
X		Experience creating and editing effective reports, highlighting key decisions to be made and progress of various projects.
X		Ability to develop positive working relationships and strong rapport with diverse, high-performing team members.
	X	Experience in asset management, and reviewing legal contracts for vendor and/or customer agreements.
	X	Expert skills in workflows and SharePoint.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Project management or related certification (e.g. Agile Scrum, Six Sigma, Business Analyst, ITIL Foundations)

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supports a team of technical staff and managers providing critical services to the university (e.g., wired and wireless networks, cable infrastructure), collaborating with varied stakeholders to develop key performance indicators and identify customer pain points, challenges, and needs. Leads routine status meetings for teams and projects, providing updates, change management, and presentations of solutions. Assists with meeting coordination, authors agendas, manages notes, and follows up on action items.				
Facilitates the procurement of goods or services, reviewing proposals and soliciting quotes from vendors, creating purchase orders, and completing accurate data entry. Processes all incoming equipment orders, ensuring timely delivery and payments for goods and services. Directs the review and negotiation of legal documents across the organization, as required.				
Collects and analyzes data to identify opportunities, risks, and progress, and shares findings with relevant stakeholders. Closely tracks service metrics to evaluate realized benefits, and escalates disruptions and dependencies as necessary. Identifies and implements innovations to streamline, automate, and/or improve existing team processes and tools. Provides ongoing and accurate audits and analyses of finance budgets, reports, and trends, and supports quarterly and fiscal year planning and analysis.				
Supports infrastructure services' vision, leveraging industry expertise for continuous innovation and improvement efforts aligned with ITS needs and capacities. Coordinates and conducts training sessions for cross-functional project teams to align with best practices. Aids the cultivation of an inclusive culture and environment, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service) through the implementation of standards and cost-effective, leading solutions.				

## 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		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.

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.