Manager, AV/IT Solutions (ITS)
Job Description

JOB INFORMATION

Job Code:	166381
Job Title:	Manager, AV/IT Solutions (ITS)
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Oversees technology architecture and design for the general use, ITS-managed learning spaces at both the Health Sciences and University Park campuses, as well as other spaces as requested by the provost’s office. Ensures critical data is collected and analyzed to identify trends that may be impacting customer experience. Delivers best-in-class technology, data, and service designs in spaces for faculty, students, staff, researchers, and visitors. Ensures the AV/IT solutions team is responsive to the needs of a broad range of customers, and that customer issues are tracked, managed, escalated, and resolved appropriately. Builds strong relationships across the ITS organization, and cultivates ITS values and behaviors.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Information Science	Or
	X	Bachelor'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		6 years		
	X	8 years	in IT and/or higher education.	

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		Extensive experience designing classroom AV/IT technologies, and evaluating and selecting collaboration equipment and technologies.
X		Proven ability to develop and deliver AV/IT solutions in a distributed teaching and learning environment.
X		Experience using ServiceNow software and developing AV/IT solutions governance processes.
X		Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements.
X		Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success.
X		Understands and supports customer needs, customer-focused service design, and cultivates customer relationships.
X		Excellent written and verbal communication skills, with the ability to present technical topics to non-technical audiences and provide both detailed information as well as summaries to management-level individuals and groups, articulating strategies that motivate others to action.
X		Knowledge of budget management, project management and organizational change practices.
X		Ability to understand and work with large, complex systems, and manage necessary resources to resolve problems in a timely and effective manner.
X		Proven problem-solving and decision-making skills, with the ability to uncover root causes and evaluate the risks and benefits of different solutions.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Develops and manages a data-driven strategy for AV/IT solutions, utilizing data and developing plans that optimize customer experience, and directing AV/IT solutions architects and full- and part-time staff. Supports governance for AV/IT Solutions through the implementation of standards and quality measures, and drives annual projects in coordination with university stakeholders.				
Evaluates effectiveness of current campus facilities and resources, and ensures AV/IT solutions meet customer needs and expectations. Collaborates with ITS leadership to identify, implement, and support cost-effective, leading solutions for classrooms, computer labs, and other collaboration and learning spaces. Supports process optimization, provides input to department budget planning, and monitors resources. Builds and maintains relationships with customers, partners, and stakeholders to ensure consistent, reliable service is delivered to a range of university stakeholders.				
Oversees Level 2 and Level 3 technical support for numerous managed classrooms and auditoria throughout campus, leading a team of engineers to troubleshoot issues as they arise, and conducting regular touch points with staff to review performance and customer feedback. Directs the investigation, troubleshooting, and resolution of escalated technology-related incidents, and ensures that all are tracked via ServiceNow. Develops policies and procedures to leverage lessons learned and industry-leading practices. Manages the development of team members, helping set and achieve goals for career growth, and developing and executing training programs.				
Supports the vision for AV/IT Solutions and works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Leads by example and fosters an inclusive, diverse environment. Demonstrates strong ethics, accountability, and actively drives the process of embedding ITS values and behaviors. Contributes to a culture of trust and transparency, and drives best-in-class customer service to USC 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		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

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		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/	

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.