USC University of Southern California

Manager, Analytics (ITS)
Job Description

JOB INFORMATION

Job Code:	166282
Job Title:	Manager, Analytics (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:	5 Manager

JOB SUMMARY

Leads a team of innovative of data scientists, reporting developers, and advanced analytics engineers. Oversees the design, development, testing, and deployment of innovative business intelligence, data visualization, analytics, and emerging data solutions that solve for ITS and the university's most challenging problems. Responsible for partnering across the organization on cross-functional initiatives, driving actions as a result of business insights. As part of the leadership team, models 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	Business Analytics	Or
	X	Bachelor's degree	Applied Mathematics	Or
	X	Bachelor's degree	Computer 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, analytics, data science, cognitive engineering, higher education, or related industries	
	X	5 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		Extensive experience with both relational databases (e.g. MySQL, Microsoft SQL, SQL Server, Oracle, Snowflake, Redshift) and non-relational databases (e.g. Mongo, NoSQL).
X		Understanding of the physical infrastructure and integrations required to support advanced analytics, with a strong, demonstrated interest in data science and artificial intelligence.
X		Experience using statistical computer languages (e.g. R, Python) to manipulate data and draw insights from large data sets.
X		Knowledge of predictive and advanced analytics technologies.
X		Experience with embedded reporting functions for Software-as-a-Service (SaaS) products, including Workday, and with cloud data and data management solutions from providers (e.g. Amazon Web Services [AWS], Microsoft Azure, Informatica Cloud Services).
X		Knowledge of web technologies, operating systems, programming and development languages, and standards (e.g. JAVA/J2EE, XML, JavaScript, .NET, C#, SPML, SAML, LDAP, JNDI).
X		Demonstrated experience with data governance processes and development, and data modeling and business intelligence tools.
X		Knowledge of budget management, business-case development, project management, and organizational change practices.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements while managing numerous necessary resources to resolve problems in a timely and effective manner.
X		Proven problem-solving and decision making skills, and the ability to uncover root causes and evaluate the risks and benefits of different solution options.
X		Excellent attention to detail and written and oral communication skills.
X		Experience presenting technical topics to non-technical audiences, with proven ability to provide both detailed information and summaries to management-level individuals and groups.
X		Strong problem solving, organizing, and issue resolution skills.
	X	Extensive experience with IBM Cognos and Tableau software.
	X	Experience designing reports and dashboards, leveraging a business intelligence and/or reporting platform.
	X	Strong technical knowledge of network, PC, and platform operating systems.
	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 relationships with various stakeholders and diverse individuals and groups.
	X	Knowledge of emerging data science concepts (e.g., machine learning, automation, cognitive engineering).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads a team of innovative of data scientists, engineers, developers, and administrators in solving complex analytical problems and challenges. Prioritizes initiatives and manages resources, executes the analytics roadmap to ensure customer and stakeholder needs are met.				
Partners on cross-functional initiatives to drive actions as a result of business insights. Develops business cases, implements and supports multiple reporting and analytics tools, building and rolling out enterprise-level dashboards and insights frameworks.				
Influences and guides the build of predictive models and algorithms to effectively measure and optimize business performance. Develops frameworks, models, tools, and processes to institutionalize data-analytics methods. Oversees operating procedures for data management, testing, and ongoing validations to maintain accuracy and integrity of all reported analytics.				
Identifies opportunities to optimize and automate processes. Stays engaged with industry innovations and champions continuous improvement of analytics capabilities.				
Manage team member development, helping them set and achieve goals for their career growth. Fosters an inclusive environment that values differences and				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
creates a sense of belonging and appreciation for team members. Leads by example, demonstrating strong ethics, high accountability, and actively drives the process of embedding the ITS values and behaviors. Contributes to a culture of trust and transparency. Drives best-in-class customer service to the university through effective team-member engagement.				
Support the Enterprise Data and Analytics vision. Works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports governance for analytics through the implementation of standards, procedures, and quality measures.				
Builds and maintains strong relationships with customers, partners, and stakeholders, ensuring that consistent and reliable service is delivered to a broad range of university stakeholders.				
Works closely with ITS leadership to identify, implement, and support cost effective, leading solutions for analytics, maintaining currency with industry standards and innovations. Provides input around process optimization, department budgeting, and the monitoring and management of resources.				

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.