USC University of Southern California

Manager, Collaboration Technologies (ITS)
Job Description

JOB INFORMATION

Job Code:	166856
Job Title:	Manager, Collaboration Technologies (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Integrates and supports a broad range of collaboration tools and solutions, optimizing customer and stakeholder experience and productivity. Establishes and maintains security, compliance, and discoverability standards, and creates and leads the execution of end-user adoption strategies. Manages and develops a high-performing team and drives the IT transformation vision, developing productivity strategies and roadmaps and collaboration platforms in partnership with ITS leadership. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor'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		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		Proven record of developing talent and building productive and successful IT support teams.
X		Excellent interpersonal skills as well as the ability to work successfully with teams across the organization, e.g., Engineering, Program Management, Operations, and Senior Leadership.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proficient verbal and written communication skills.
X		Strong analytics and quantitative skills, as well as the ability to use hard data and metric to back up assumptions and opinions.
X		Able to manage contracts and budgets.
X		Demonstrated ability to handle competing priorities and initiatives, quickly-changing priorities, and high customer expectations.
X		Demonstrated knowledge and experience in structured systems analysis and design, building user relationships, data gathering techniques, and management information systems.
X		Demonstrated knowledge of structured programming techniques.
	X	Microsoft365 Certified Enterprise Administrator.
	X	Proficient in Azure, Tableau, and SmartSheet.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees governance and project management activities for the productivity and collaboration product line, and ensures user adoption. Establishes and maintains security, compliance, and discoverability standards, and creates and leads the execution of end-user adoption strategies. Manages and develops a team, ensuring participation in ITS change management, incident management, and problem management practices.				
Drives the IT transformation vision, developing productivity strategies and roadmaps and collaboration platforms in partnership with ITS leadership. Leads modernization, digital transformation, workflow automation, and related process/re- engineering efforts for collaboration, conferencing, and productivity. Establishes and provides training tools and resources for users. Continually develops knowledge, skills and abilities in collaborative technologies, maintaining awareness of emerging technologies and making adoption recommendations.				
Creates business management dashboards and reports, and generates data-driven, actionable insights. Serves as subject matter expert and interacts with customers, senior management, ITS teams, and vendor partners. Designs, distributes and communicates solutions, and leads all technical aspects of online enterprise messaging to deliver reliable and secure services.				
Supports the collaboration technologies team's vision, and contributes to an inclusive, diverse environment by building and maintaining collaborative relationships with team members, peers, and ITS leaders. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across ITS. Contributes to a culture of trust and transparency by sharing information broadly, openly and deliberately. Actively embodies ITS values and behaviors, e.g., accountability, strong ethics, and best-in-class customer service.				

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.