Manager, Design Experience (ITS)
Job Description

JOB INFORMATION

Job Code:	166331
Job Title:	Manager, Design Experience (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

Leads a team of innovative user-experience (UX) researchers and designers to manage UX consistency across all ITS applications. Responsible for measuring and validating the effectiveness of UX initiatives. Enables collaboration between the UX research and design team and the change, project management, and engineering teams to ensure implementation of usercentric designs. As an ITS leader, 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	Psychology	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		And
X		3 years	in a management or leadership role	
	X	8 years	in information technology, user experience, product management, and/or higher education	And
	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		Portfolio demonstrating clean, polished design aesthetic, coupled with passion for pixel perfection, consistency, and usability.
X		Experience with design principles (e.g., responsive, mobile-first, and/or data-driven design), with a proven record of designing and delivering end-to-end user-centered products.
X		Excellent managerial skills, and a proven track record of hiring and developing strong UX and UI design and research individual contributors.
X		Demonstrated ability to create informed, user-centered design by leveraging user research, market analysis, data, and customer feedback with technical constraints and opportunities.
X		Experience working with Lean and/or Agile methodologies and Web Content Accessibility guidelines (WCAG).
X		Ability to prioritize and manage work in a fast-paced environment, with problem-solving and decision-making skills.
X		Experience with research methodologies including user interviews, direct observation, ethnography, contextual inquiry, and usability studies.
X		In-depth knowledge of standards and appropriate methods for managing different problems and scenarios, able to uncover a root cause and evaluate the risks and benefits of different solution options.
X		Experience with large and complex systems, and proven methods and tools to enforce brand identity and consistency across all projects.
X		Experience with UX governance processes and development, and an understanding of current front-end web technologies, native interface guidelines, web services, and APIs.
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		Experience developing and managing diverse, high-performing teams, providing regular, frequent performance coaching/mentoring, and encouraging effective behavior for individual and team success.
X		Experience developing customer relationships and delivering customer-focused service, understanding and supporting customer needs, and articulating strategies that motivate others to action.
X		Exceptional written and oral communication skills.
X		Demonstrated ability to provide both detailed information as well as summaries to management-level individuals and groups, and experience presenting technical topics to non-technical audiences.
	X	Experience with software as a service (SaaS) solutions within a higher education environment, and implementing or supporting student information systems.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	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 various stakeholders and diverse individuals and groups.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Communicate and present design- and decision-making rationale to stakeholders. Work collaboratively with others across the organization (e.g., business analysts, developers). Design engaging experiences while balancing user needs, business objectives, and technical realities.				
Oversee UX research and the application of human-centered design (HCD) processes and approaches. Drive the user-centric approach for a broad range of university platforms (e.g., websites, applications).				
Build business cases for product and/or application improvements. Provide constructive feedback to the UX and/or cross-functional teams to improve overall user design. Effectively prioritize and manage projects according to importance, urgency, and impact.				
Responsible for USC digital products' consistency and usability through qualitative and quantitative user-research methodologies, university policies, processes, procedures, and standards.				
Manage team member development, helping them set and achieve goals for career growth. Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Lead by example, demonstrating strong ethics, high accountability, and actively drive the				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
process of embedding the ITS values and behaviors. Contribute to a culture of trust and transparency. Drive best-in-class customer service to USC through effective team-member engagement.				
Supports the vision for product strategy and design. Works with other ITS leaders, customers, partners, and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports governance for design experience through the implementation of standards, procedures, and quality measures.				
Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders by participating in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs, and to ensure that consistent, 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 all aspects of software engineering by maintaining currency with industry innovations; providing thought leadership around process optimization; and administering the department budget by creating, planning, monitoring, reconciling, and directing 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.