



## Manager, Functional Design (Academic Technologies) (ITS) Job Description

### JOB INFORMATION

<i>Job Code:</i>	166341
<i>Job Title:</i>	Manager, Functional Design (Academic Technologies) (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Leads the planning and design of business processes to improve ITS academic technologies. Manages a team of business analysts, providing leadership and creative direction, defining business analysis strategy, and optimizing efficiency and effectiveness. Drives continuous improvement by establishing surveys and metrics to monitor success and report on team progress. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Business Administration	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		6 years		
X		3 years	in a management or leadership role	
	X	8 years	in business management or administration, computer science, computer information systems, or related field	
	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		Demonstrated understanding of leading business-process practices within information technology environments.
X		Extensive experience driving functional design for applications (e.g. student information systems, learning management systems), and with application platforms (e.g. software-as-a-service [SaaS] and cloud-based applications) and academic technology solutions, all to support students, human resources, payroll, and/or financial services.
X		Excellent written and verbal communication skills, able to articulate a vision and strategy and present technical topics in a business-oriented fashion to non-technical audiences.
X		Experience influencing established policies, processes, and procedures to align with innovative solutions.
X		Proven ability to anticipate customer needs and future and emerging trends.
X		Demonstrated experience engaging, managing, and develop large, high-performing teams.
X		Proven ability to understand and work with large, complex IT systems, and interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
	X	Strong working experience in Quali, Workday, Universe, Blackboard, DocuSign, OnBase, Slate, WordPress, CampusPress, and/or other related platforms and companion applications.

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Drives the development of product strategy and design in collaboration with other ITS department leads to ensure the quality and accuracy of solutions. Ensures that designs are in alignment with application services strategies and enhances the customer experience.				
Oversees the configuration of best-practice application functions for academic tools that are aligned with business objectives.				
Configures application functions independently or in a team environment.				
Collaborates with administrative and academic units in business planning activities to align technology solutions and deliver best-in-class services to students, faculty, and key stakeholders.				
Enables opportunities for functional teams to deeply understand their customers and stakeholders.				
Defines and manages the methods and procedures required to satisfy stakeholder requirements and goals.				
Drives continuous improvement by establishing surveys and metrics to monitor success.				
Monitors and reports on the progress of the team.				
Manages the development of team members, helping them set and achieve goals for their career growth.				
Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members.				
Leads by example by demonstrating ethics and high accountability and actively drives the process of embedding ITS values and behaviors.				
Creates a culture of trust and transparency.				
Drives best-in-class customer service to the university through effective team member engagement.				
Provides vision and high-level direction for functional design within the larger context of the ITS and university environments.				
Works with other ITS leaders, customers, partners, and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				
Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows.				
Works closely with customers to relay the importance of and sensitivity around risk identification, mitigation, and remediation.				

**JOB ACCOUNTABILITIES**

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Establishes governance for functional design through the implementation of standards, procedures, and quality measures.				
Accountable for the execution of the functional design service portfolio.				
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 functional design 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**

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