



**USC** University of  
Southern California

## Manager, Functional Design Job Description

### JOB INFORMATION

<i>Job Code:</i>	166345
<i>Job Title:</i>	Manager, Functional Design
<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 complex planning and process design to improve business activities. Provides leadership and creative direction, defining strategy, and optimizing efficiency and effectiveness. Drives continuous improvement by establishing surveys and metrics to monitor success and report on team progress.

### 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	Information System Management - Network Management	Or
	X	Bachelor's degree	Business Administration	

#### 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		And
X		3 years	in leadership/management roles.	
	X	8 years	In business management/administration, IT, or other related industries.	And
	X	5 years	In leadership/management roles.	

#### 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated understanding of leading business processes/practices within varied industries (e.g., information technology, digital security).
X		Extensive experience with varied platforms (e.g., software as a service [SaaS] and cloud-based applications) and enterprise resource planning solutions to support students, human resources, payroll, and/or financial services.
X		Proven ability to understand and work with large, complex IT systems.
X		Demonstrated experience engaging, managing and developing large, high-performing teams.
X		Excellent written and oral communication skills, able to articulate visions and strategies and present technical topics in business-oriented fashions to non-technical audiences.
X		Demonstrated experience interpreting, analyzing, and applying pertinent policies, procedures, regulations, and requirements.
X		Experience influencing established policies, processes and procedures to align with innovative solutions.
X		Proven ability to anticipate customer needs and future/emerging trends.
	X	Demonstrated experience with relevant platforms, software and applications (e.g., Quali, Workday, Universe, Blackboard).

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Drives product strategy development and design, ensuring alignment of technology solutions and functional strategies and delivering best-in-class services to all stakeholders. Manages the implications of security and compliance guidelines by embedding university policies and procedures into workflows and plans. Communicates the importance of and sensitivities around risk identification, mitigation, and remediation.				
Establishes governance for functional design by implementing standards, procedures and quality measures. Participates in governance boards, councils, meetings, and university initiatives to understand current/future business needs and ensure consistent, reliable services are delivered to a broad range of stakeholders.				
Oversees, enables, and participates in collaborations with academic and administrative units to design and document business processes and drive continuous improvement efforts. Defines and manages methods and procedures required to satisfy objectives. Establishes surveys and metrics to monitor and report on team progress. Facilitates communication and ensures solution quality and accuracy.				
Independently handles risk and change, following team/project philosophies and basic functional design strategies in uncertain situations. Stays current with and leverages the latest technology, industry standards and best practices. Administers budgets as assigned, creating, planning, monitoring, reconciling and directing resources.				
Manages team member development, helping them set and achieve career growth goals and creating opportunities to develop skills, knowledge, and abilities. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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		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

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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.