



Manager, Network Cable Plant Manager (ITS) Job Description

JOB INFORMATION

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| <i>Job Code:</i> | 166255 |
| <i>Job Title:</i> | Manager, Network Cable Plant Manager (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> | Network Operations |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 5 Manager |

JOB SUMMARY

Manages cable planning, coordination, installation, service, and repair efforts. Ensures ITS meets both the current and future network service needs of a broad range of customers, partners, and key stakeholders in administrative and academic units. Guides a team of managers, technicians, and engineers to drive innovative solutions, ensuring the delivery of best-in-class service to the university. Directs strategic and operational planning to achieve business goals, prioritizing initiatives and coordinating the evaluation, deployment, and management of current and future IT systems across the organization. Ensures flexible, efficient and reliable systems able to adjust to future demands consistent with the university's growth and vision. 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 | Engineering | Or |
| | X | Bachelor's degree | Computer Science | Or |
| | X | Bachelor's degree | Computer Information Systems | 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

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> | |
|------------|-------------|------------------------|---|--|
| X | | 6 years | in information technology | |
| X | | 4 years | supporting large campus network environments | |
| X | | 3 years | in a management role | |
| | X | 8 years | in information technology and/or higher education. | |
| | X | 5 years | supporting large-scale network implementations and upgrades | |
| | X | 5 years | in a management/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 | | Experience with IT infrastructures – network LAN, WAN, wireless, data centers, disaster recovery facilities, telecommunications, and various third-party applications including CRM, internal reporting, database management, and IT help desks. |
| X | | Proven track record of establishing strong customer relationships and delivering consumer-focused solutions within a large IT enterprise. |
| X | | Experience with budget planning and management, business case development, project management and organizational change practices. |
| X | | Demonstrated experience leading a multifunctional team, developing and managing diverse, high-performing teams with positive working relationships and strong rapport. |
| X | | Experience managing vendor relationships to establish contracts, statements of work, maintenance and service agreements, and to address service delivery issues. |
| | X | Demonstrated experience implementing ITIL-based methods using ServiceNow software. |
| | 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. |

Certifications

| Req | Pref | Select Certifications | Enter Additional Certifications |
|-----|------|-----------------------|---------------------------------|
| | X | | ITIL V3 certification. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Manages implementation of network maintenance, administration, releases, upgrades, and changes into the environment, working closely with data and voice engineering teams and leadership to minimize service disruptions. | | | | |
| Ensures the availability, performance, and operational integrity of network operations by managing and supporting network assets across campus. Collaborates with ITS departments and a broad range of key stakeholders in administrative and academic units, providing direct technical support and consultations for incident, problem, and change management processes for all network-related issues. | | | | |
| Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Accountable for the development of team members by helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation. Drives best-in-class customer service to the university through effective team member engagement. | | | | |
| Provides vision and high-level direction for infrastructure services within the larger context of the ITS and USC environments. Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders. | | | | |
| Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of network, wireless, and field services, maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers 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: https://policy.usc.edu/mandated-reporters/ |
| <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: 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.