USC University of Southern California

Manager, Network Engineering (ITS)
Job Description

JOB INFORMATION

Job Code:	166242
Job Title:	Manager, Network Engineering (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
Job Family:	Network Engineering
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Supports the overall architecture, design, implementation, and operations of the campus network infrastructure. Delivers leading-edge expertise to manage critical incidents and problems, and delivers consistent and reliable network operations. Supports governance for the network, driving the implementation of standards, procedures, and quality measures. As part of the leadership team, 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	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

Req	Pref	Work Experience	Experience Level	
X		6 years		
X		3 years	of experience in a management or leadership role.	
	X	8 years		
	X	10 years	of experience in information technology.	
	X	5 years	of experience 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		Direct, hands-on experience with network transport, design, planning and implementation.
X		In-depth understanding of routing protocols — LAN and WAN, Ethernet VPN (EVPN), Dark Fiber and Ethernet delivery, firewall technologies, client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice-to-administrative network services.
X		Experience with firewalls and encryptions, and DNS, DHCP, and other routing and switching fundamentals.
X		Experience with data centers, email or network consolidation, and/or other enterprise-wide technical consolidations.
X		Demonstrated experience developing positive working relationships, managing high-performing, multifunctional teams with strong collaboration, communication, and technical documentation skills.
	X	Proven experience supporting large-scale network implementations and upgrades.
	X	Demonstrated experience delivering reliable, quality network service within a higher education environment or large private-sector organization with federated operations.
	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		Cisco Certified Internetwork Expert (CCIE)	or equivalent.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Drives successful day-to-day operations of the network engineering staff, managing network security and design, wireless technologies, and enterprise architecture, and manages strategic initiatives (e.g., routing protocols, LAN/WAN technologies, wireless technologies, QoS, network security and management tools).				
Tracks and reports network engineering metrics. Defines standard processes for the design, implementation, maintenance, and reporting of network operations, driving continuous improvement, and proactively managing critical incidents and problems.				
Facilitates effective governance by leading regular team and committee meetings, implementing standards, procedures, and quality measures. Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs.				
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 engineering, 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

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.