USC University of Southern California

Manager, Server and Storage (ITS)
Job Description

JOB INFORMATION

Job Code:	166441
Job Title:	Manager, Server and Storage (ITS)
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Oversees the configuration and operation of ITS servers. Responsible for implementation and operations activities to ensure stability and security of centralized and distributed physical and virtual servers. Ensures ITS systems support the needs of a broad range of campus stakeholders, that critical issues are tracked, managed, and escalated appropriately, and facilitates effective issue resolutions in a timely manner. Minimizes the impact of incidents by creating resilient processes, including for handling major incidents. 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	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

Req	Pref	Work Experience	Experience Level	
X		6 years	in information technology	
X		3 years	supporting infrastructure and storage services	
	X	8 years	in information technology and/or higher education	
	X	3 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		Knowledge and support experience with common server operating systems (e.g., Windows, Linux), and virtualization technologies (e.g., VMWare).
X		Familiarity with infrastructure automation tools and techniques (e.g., DevOps), and knowledge of networking concepts, TCP/IP, routing, firewalls and network security.
X		Proven ability to develop positive working relationships and a strong rapport with team members; demonstrated experience in leading a multifunctional team.
X		Strong knowledge of shell scripting, and knowledge and support experience migrating server workloads to IaaS platforms (e.g., AWS, Azure).
X		Proven track record in establishing strong customer relationships and delivering consumer-focused solutions within a large IT enterprise.
X		Familiarity with budget planning and management, business case development, project management and service management.
	X	Experience with PERL scripting, and knowledge of Agile and traditional project management methodologies.
	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.
	X	Ability to anticipate customer needs and future and emerging trends, and articulate a vision and strategy that motivates others to action.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs successful day-to-day operations of the infrastructure and storage team, managing levels and quality of service delivered via service tickets, emails, and other service channels. Tracks and reports service delivery metrics, gathering and analyzing technical and performance data to ensure quality service delivery.				
Drives continuous service improvement, formulating improved processes around level-three service delivery. Coaches, trains, and mentors staff to investigate, troubleshoot, and resolve a range of business-process- and technology-related incidents.				
Defines standard processes for ITS servers (e.g., system setup, capacity planning, patching). Minimizes impact of incidents by creating resilient processes and handling major incidents.				
Analyzes system hardware needs and software enhancements, evaluating the effectiveness of current campus facilities and resources. Leverages usage and customer-satisfaction data to determine future services, systems, and spend.				
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.				
Supports the vision for infrastructure services. Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of storage.				

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		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

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	efforts, and mobilize other staff members if needed.		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.