

Manager, Service Desk (ITS)

JOB INFORMATION	
Job Code:	166303
Job Title:	Manager, Service Desk (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Leads a high-performing, frontline customer-support team in providing customer service excellence to a diverse range of university stakeholders. Responsible for driving service quality and continuous service improvement for level-one processes, and plays a key role in building a best-in-class organization by ensuring the frontline team is responsive to the needs of a broad range of customers. Ensures critical issues are tracked, managed, and escalated appropriately, and facilitates effective issue resolution in a timely manner. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Edu	Education				
Req	Pref	Degree	Field of Study		
Χ		Bachelor's degree			
	Χ	Bachelor's degree	Business Administration	Or	
	Χ	Bachelor's degree	Engineering	Or	
	Χ	Bachelor's degree	Computer Science	Or	
	Χ	Bachelor's degree	Computer Information Systems	Or	
	Χ	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, business administration, customer service, or higher education	
	Χ	X 8 years in information technology or related field		
	Х	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				
Χ		Proven ability to deliver and support frontline customer service in a fast-paced, operational environment.				
X		Experience providing regular, frequent performance coaching and mentoring, and encouraging effective behavior for individual and team success.				
Χ		Proven ability to comply with and enforce pertinent policies, procedures, regulations, and requirements.				
X		Proven ability to foster environments of trust, collaboration, transparency, and accountability, building inclusive environments that value, encourage, and support differences.				
	Χ	Extensive experience in customer service in an IT or technology environment in higher education.				
	Χ	Excellent organizational skills, able to set priorities and manage multiple projects.				
	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.				

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the investigation, troubleshooting, resolution, and appropriate escalation of a range of technology-related incidents by ensuring that all incidents and requests are tracked in ServiceNow. Minimizes repeat problems by supporting the usage, maintenance, and growth of the ITS knowledge base.				
Ensures delivery of the highest quality of service to a broad range of customers by overseeing frontline customer support. Monitors the service performance of frontline staff, tracks and reports service delivery metrics, and leads a metrics-driven, high-performing team by providing technical coaching, training, and frequent performance communication to encourage effective work behaviors.				
Oversees the development of training to support the onboarding and continued development of full-time and student staff. Fosters a culture of trust and transparency, and an inclusive environment that values team member differences, creating a sense of belonging and appreciation.				
Establishes and maintains trusted relationships with customers, partners, and ITS departments, to build an information technology strategy that responds to the university's business vision, goals, and strategy. Contributes in cross-functional coordination, architecture discussions, and prioritization planning in a highly collaborative environment.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Re	porter
	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 hard capacity has knowledge of, or a person who is under the age or a dependent adult has bee or neglect must report the sufficient must contact a dimmediately or as soon as pratelephone or in writing within of the associated job duties, as a mandated reporter as recand USC's policy at:	reasonably suspects of 18 years, elderly, in the victim of abuse spected incident. designated agency actically possible by a 36 hours. By virtue this position qualifies quired by state law
Campus Sed	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 allinclusive 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.