



USC University of
Southern California

Manager, Service Desk (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	166303
<i>Job Title:</i>	Manager, Service Desk (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>	IT Management
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	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:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
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.

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, business administration, customer service, or higher education	
	X	8 years	in information technology or related field	
	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		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.
X		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.
	X	Extensive experience in customer service in an IT or technology environment in higher education.
	X	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 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

