USC University of Southern California

Manager, Unified Communications (ITS)
Job Description

JOB INFORMATION

Job Code:	166451
Job Title:	Manager, Unified Communications (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	5 Manager

JOB SUMMARY

Drives best-in-class enterprise communication technologies for the university. Responsible for ensuring that the performance and availability of communication services meets campus customer needs through monitoring, timely service restoration, diagnostics and tuning. Manages large, thirdparty vendor relationships and services with telecommunication partners. Defines strategies for mobile telecommunication partners (e.g., DAS, campus cell towers). 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	
	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	8 years	in information technology	And
	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		Direct, hands-on experience with network transport, design, planning, and implementation.
X		Strong knowledge of voice application and unified communications (UC) service networks, including network appliances (e.g. UC managers, voice switches, media gateways, routers, load balancers, firewalls).
X		Proven experience supporting large-scale network implementations and upgrades, and delivering reliable, quality network service within a higher education environment.
X		Demonstrated experience leading a multifunctional team, developing and managing diverse, high-performing teams with positive working relationships and strong rapport.
	X	In-depth understanding of routing protocols — Border Gateway Protocol (BGP), LAN technologies (e.g., VLANs, STP, VXLAN), WAN technologies (e.g., virtual routing and forwarding contexts [VRFs], Ethernet VPN [EVPN], dark fiber), firewall technologies (SSL decryption, remote access VPN, site-to- site VPN, architecture, placement), client/server architectures, system design, QoS, load balancers, forward/reverse proxies, converged storage, and converged voice to administrative network services.
	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 relationships with various stakeholders and diverse individuals and groups.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X		Cisco Certified Network Professional (CCNP)	CCNP Voice (CCVP) certification, or equivalent.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as technical advisor to the network operations team on the design of complex voice solutions and customer troubleshooting issues, ensuring they are resolved in an effective, timely manner.				
Sets technology strategies for voice operations (e.g., platform performance and availability, monitoring, LAN and WAN technologies). Works closely with the collaboration director to deliver next-generation tools for real-time collaborations.				
Defines standard processes to manage voice services (e.g., routing, availability, service restoration, remediation plans). Manages large third-party vendor relationships and services with telecommunications partners, and defines strategies for mobile partners (e.g., DAS, campus cell towers).				
Manages team member development, 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. Leads by example, demonstrating ethics and high accountability to contribute to a culture of trust and transparency. Actively drives the process of embedding ITS values and behaviors. Drives best-in-class customer service to the university through effective team member engagement.				
Supports the Infrastructure Services vision, working with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement. Supports governance Unified Communications through the implementation of standards and quality measures. Implements and manages a data-driven design strategy, utilizing data and developing plans that optimize customer experience.				
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 Unified Communications, maintaining currency with industry standards and innovations. Provides input around process optimization, department budgeting, and the monitoring and management of 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.