



### JOB INFORMATION

Job Code:	166293
Job Title:	Product Manager (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

### JOB SUMMARY

Responsible for conceiving, defining, testing, delivering, monitoring and refining products to maximize business value. Conducts customer research and collaborates with key stakeholders across the organization to develop and convey a distinct product vision. Guides product teams to deliver and sustain the end-to-end customer experience. Demonstrates ITS values in action.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Business Administration	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

Req	Pref	Work Experience	Experience Level	
X		5 years		
	X	8 years	in information technology, product design, and/or product management.	

#### 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Proven experience establishing strong working relationships with diverse groups of team members and clients.
X		Experience designing user-centered products that produce measurable results against documented problem statements.
X		Proven record of defining and delivering end-to-end, user-centered products considering user research, market analysis, data, customer feedback, and both technical opportunities and constraints.
X		Experience working in project-based environments using Lean and Agile methodologies, and developing and maintaining product roadmaps.
X		Excellent written and oral communication skills, with experience presenting technical topics to non-technical audiences.
X		Experience authoring detailed functional specifications to drive effective technical solutions, with demonstrated analytical, organizational, project planning and product strategy skills.

## Other Job Factors

### JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Communicates vision, opportunities, and strategies to support decision-making for products, and measures success. Utilizes best practices regarding customer research, competitive analysis, and stakeholder goals. Maintains balance between user needs, business goals, and technical realities for diverse audiences.				
Defines product strategy, processes, and approaches to deliver a broad range of USC products. Participates in research to gain insights into user pain points, challenges, and needs, and builds and delivers solutions that meet new requirements and expectations.				
Supports continuous improvement, effective troubleshooting and problem-solving, utilizing the latest industry technology and knowledge. Works collaboratively with designers, researchers, developers, business analysts, and other key stakeholders to deliver engaging experiences. Develops skills and abilities on an ongoing basis, maintaining currency on emerging technologies and product-strategy approaches.				
Authors compliance and business requirements through complex, advanced analysis on products. Collaborates with stakeholders and vendors to identify and prioritize roadmap elements, and build consensus on product solutions. Coordinates with business, data, and IT architects, aligning product and platform architectures and capabilities according to agreed goals for requirements.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				
Collaborates with team members and management, implementing effective solutions to support the vision for ITS product strategy and design. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.