



JOB INFORMATION

| | |
|-------------------|--------------------------|
| Job Code: | 167721 |
| Job Title: | Release Manager (ITS) |
| FLSA Status: | Exempt |
| Supervisory: | |
| Job Family: | Network Operations |
| Job Family Group: | Information Technology |
| Management Level: | 7 Individual Contributor |

JOB SUMMARY

Responsible for managing and releasing code through administrative and production environments. Owns the software release lifecycle (i.e., coordination and management of releases), creating automated processes to continuously build, deploy, and update environments. 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 | 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 | | 2 years | | |
| | X | 4 years | | |

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 | | Experience with infrastructure-as-code methodologies. |
| X | | Proficient with orchestration and configuration management tools. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Foundation in security concepts, and familiarity with secure code development techniques. |
| X | | Experience supporting the build-out of continuous integration and automated deployment pipelines. |
| X | | Demonstrated proficiency in DevOps tools including Azure DevOps Release Management, Microsoft IIS, Kubernetes, Docker, Nginx, Kong, Apache Cassandra, or other related tools. |
| X | | Experience in source code management, using Microsoft Team Foundation Server (TFS), Git, and/or other tools, with knowledge of coding languages (C#, .NET, JavaScript, Node.js, REST, HTML, XML, JSON, etc.). |
| X | | Demonstrated proficiency scripting using PowerShell and/or Bash, and familiarity with database languages and queries using SQL and NoSQL. |
| X | | Experience facilitating performance and user-acceptance testing, and performing unit and system-integration testing. |
| X | | Experience using the DevOps operating systems Windows and/or Linux. |
| X | | Ability to understand and work with large, complex systems, with experience in fast-paced project environment, managing multiple priorities at a time. Excellent written and oral communication skills, with the ability to provide both detailed information and summaries to management-level individuals and groups. |
| X | | Ability to develop positive working relationships and strong rapport with team members. |
| | X | Understanding of VMware vRA/vRO, Chef/Puppet, or similar automation configuration management tools. |
| | X | Experience in IT. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Recognizes opportunities to automate testing and compliance checks, and develops tools to improve operational efficiency and detect anomalies. Reduces instances of high manual effort and increases automation across all software releases. Supports efforts to build out continuous integration and automated deployment pipelines in all aspects of software applications. | | | | |
| Manages the ongoing monitoring of support systems, avoiding outages by providing timely responses to alerts and contributing to the development and execution of enterprise application best-in-class processes. Collaborates with customer support teams to investigate, troubleshoot, evaluate, and resolve application issues. Conducts root cause analyses and recommends solutions for recurring support problems. | | | | |
| Works collaboratively with peers, senior leaders, and stakeholders to plan and schedule releases, and create release key performance indicators (KPIs). Assists with the creation of post-release reports to review quality of each release, and presents decision-making rationale to varied audiences. Maintains currency with emerging technologies, leveraging industry knowledge to facilitate continuous improvement and innovation efforts. | | | | |
| Actively embodies ITS values and behaviors (e.g., accountability, customer service). Contributes to a culture of trust and transparency by sharing information broadly, openly, and deliberately. Supports the enterprise applications team's vision, working closely with team members and management to implement and support effective solutions for release management. | | | | |

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

| | | | |
|--|--|-------------------|--|
| <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: https://policy.usc.edu/mandated-reporters/ |
| <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: 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.