# Senior Application Administrator (ITS)
## Job Description

## JOB INFORMATION

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|---|---|
| *Job Code:* | 166276 |
| *Job Title:* | Senior Application Administrator (ITS) |
| *FLSA Status:* | Exempt |
| *Supervisory:* | |
| *Job Family:* | Systems Administration |
| *Job Family Group:* | Information Technology |
| *Management Level:* | 7 Individual Contributor |

## JOB SUMMARY

Drives the development, maintenance, and implementation of software applications. Administers support on a defined set of technical initiatives proposed for implementation. Cultivates ITS growth and efficacy, and 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.***

| | |
|---|---|
| X | Combined experience/education as substitute for minimum education |

### Work Experience

| Req | Pref | Work Experience | Experience Level | |
|---|---|---|---|---|
| X | | 5 years | | |
| | X | 8 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 | | Extensive experience in design, architecture, and implementation of SaaS software applications. |
| X | | Extensive experience with web-based, multi-layered enterprise applications, and thorough understanding of networking and security concepts and frameworks. |

## Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|---|---|---|
| X | | Experience with vendor management, issue tracking and ticketing systems, particularly related to issue escalation and troubleshooting. |
| X | | Extensive experience managing application credentials, an active directory, and contributing to the development of best-practice policies and procedures. |
| X | | Extensive, demonstrated experience assigning and configuring user permissions, and adhering to the software development lifecycle (SDLC) methodology. |
| X | | Experience working in a project-based environment, with solid planning and execution skills, and the ability to prioritize work and manage time. |
| X | | Excellent written and oral communication skills, and the ability to provide both detailed information and high-level summaries to key stakeholders. |
| X | | Ability to comply with pertinent policies, procedures, regulations, and requirements, and quickly troubleshoot problems that may arise in work products. |
| X | | Working knowledge of large, complex IT systems, with the ability to develop positive working relationships and strong rapport with team members and stakeholders. |
| | X | Demonstrated experience with Workday Financial Management, Workday Human Capital Management (HCM), Workday Student, or similar software applications. |
| | X | Experience in IT, cloud applications, higher education, or related fields. |

## Other Job Factors

## JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|---|---|---|---|
| Oversees drive configurations, installations, maintenance, upgrades, and general support, ensuring the alignment of all activities to ITS and university policies, processes and procedures. Manages and reports on the status of applications, and presents proposed solutions, both focused on benefits and based on relevant data. Creates and maintains thorough documentation, tracking configuration settings and assisting with user and group access to applications. | | | | |
| Drives performance improvements, ensuring application uptimes meet or exceed defined service level agreements (SLAs). Performs root cause analyses and collaborates with relevant stakeholders to identify customer issues and priorities, and present solutions. Stays current with architecture technology developments, emerging applications, and disruptive leading-edge practices to support the cloud applications team's vision, working closely with team members and management to encourage innovation and implement continuous improvements. | | | | |
| Mentors staff regarding troubleshooting techniques, evaluating temporary workarounds versus permanent solutions. Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best in-class customer service). Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to ensure consistent, reliable service is delivered to a range of university stakeholders. | | | | |

## 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.