USC University of Southern California

Senior Collaboration Engineer (ITS)
Job Description

JOB INFORMATION

Job Code:	166854
Job Title:	Senior Collaboration Engineer (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Integrates and supports a broad range of collaboration tools to optimize customer and stakeholder productivity. Collaborates with a broad range of customers, partners, and key stakeholders in administrative and academic units. Provides best-in-class services, identifies and implements new tools, and modernizes existing tools to enhance productivity and the customer experience at the university. 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	Instruction Systems Technology	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 designing, implementing, and troubleshooting various collaboration software applications, including Office 365, Google Suite, Confluence, JIRA, Dropbox, Qualtrics, and/or other similar tools.
X		Experience with Active Directory, LDAP, DNS, email routing, and/or other similar system tools.
X		Demonstrated ability to create and maintain technical documentation, establish documentation standards and influence adoption, and use automation tools (PowerShell, Unix shell, APIs, etc.).
X		Excellent written and oral communication skills, able to translate large quantities of complex input into actionable outcomes, and present ideas and solutions in non-technical, business-friendly terms.
X		Exemplary interpersonal skills, developing positive working relationships and strong rapport with a diverse community of team members and stakeholders.
X		Excellent organizational skills, with proven ability to set priorities and manage multiple projects at once, based on importance, urgency, and alignment to the university's strategic objectives.
X		Ability to enforce alignment with activities to pertinent service level agreements, policies, procedures, regulations, and other requirements.
	X	Experience in IT, higher education, or related fields.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Integrates and supports a broad range of collaboration tools and services to optimize customer and stakeholder productivity. Works with a broad range of customers, partners, vendors, and key stakeholders in administrative and academic units. Openly shares experience and subject-matter expertise with co-workers through written and oral presentations. Provides timely communications to stakeholders, technical staff, and management as required.				
Sets strategies and establishes priorities and department-university alignment for collaboration projects and tasks. Evaluates the efficiency and effectiveness of current tools, and makes recommendations as needed. Proactively experiments with and analyzes new and/or updated products to enhance processes. Engages with customers, gathering feedback, and identifying pain points and opportunities for improvement.				
Leverages the latest industry knowledge and best practices to facilitate innovation and continuous improvement. Analyzes complex, diverse, and/or conflicting datasets to identify root causes. Develops effective troubleshooting and problem- solving protocols. Creates and maintains knowledge base articles, tutorials, and training resources.				
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 Collaboration Technologies' vision. Maintains currency with existing, developing, and disruptive collaboration technologies, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

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		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

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		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.