USC University of Southern California

Senior Release Manager (ITS)
Job Description

JOB INFORMATION

Job Code:	167724
Job Title:	Senior 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 scheduling, leading, orchestrating and planning complex release deployment activities. Oversees software and code releases through administrative and production environments, and conducts post-release reviews and quality assurance audits. 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		3 years	implementing and customizing the ServiceNow platform.	
	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		ServiceNow System Administrator Fundamentals training, and experience with the core ITSM, Service Portal, GRC, and Security Operations applications. Experience with service-oriented architecture (SOA) and web services integration (SOAP, WSDL, REST).
X		Proficiency in JavaScript, JavaScript frameworks (i.e. Angular, XML, HTML, CSS, DOM, REST), and experience with AD, SSO and LDAP.
X		Experience with design, architecture, and implementation of enterprise IT environments across all architecture layers, with proven ability to provide technical leadership, oversight, and support governance.
X		Demonstrated ability to work with stakeholders in determining technical strategies and roadmaps for ServiceNow solutions, and a track record of communicating design concepts, policy, and standards to engineering and executive leadership.
X		Foundational knowledge of relational databases, and demonstrated experience driving consistency across a system with standards and rigorous testing, aligned with best practices.
X		Experience with the design and implementation of multiple third-party integrations to ServiceNow, including configuration of ServiceNow MID Servers. Experience mentoring staff, assigning or delegating prioritized activities to peers and team members based on importance, urgency, and alignment to the organization's objectives.
X		Experience providing quality assurance evaluations, establishing testing protocols, and testing system stability.
X		Ability to develop positive working relationships and strong rapport with team members.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			ITIL Foundation certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Investigates, troubleshoots, evaluates, and resolves application issues, monitoring releases to ensure compliance to service level agreements and quality standards. Creates and implements strategies to automate testing and compliance checks in the development of tools to improve operational efficiency and detect anomalies. Leads the effort to build out continuous integration and automated deployment pipelines in all aspects of software applications. Identifies and reduces instances of high manual effort and increases automation across all software releases.				
Contributes to the development and execution of enterprise application best-in-class processes. Manages the ongoing monitoring of support systems, avoiding outages by providing timely response to alerts. Works collaboratively with peers, senior leaders, and stakeholders to plan and schedule buildouts, and create release key performance indicators (KPIs). Maintains currency with emerging technologies, leveraging industry knowledge to facilitate continuous improvement and innovation efforts.				
Forms development teams to coordinate releases and resolve specific build failures, building and maintaining collaborative relationships with team members and ITS leaders. Provides escalation assistance and resolution, conducting issue analysis and troubleshooting using root-cause analysis. Tracks and reports on key release milestones and risks.				
Communicates and presents decision-making rationale to a broad and diverse audience, aligning activities to comply with ITS/university policies, processes, and procedures. 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 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 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.