USC University of Southern California

Director, Customer Service (ITS)
Job Description

JOB INFORMATION

Job Code:	165391
Job Title:	Director, Customer Service (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
Job Family:	Computer Service/Support
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Leads a high-performing, frontline technical support team to provide customer service excellence to a diverse range of campus stakeholders. Ensures that critical issues are tracked, managed and escalated appropriately, and facilitates effective issue resolution in a timely manner. Manages resource scheduling to ensure sufficient coverage to maintain target service levels, tracks and reports service delivery metrics, and gathers and analyzes customer survey data to ensure quality service delivery. Provides after-hours phone service and/or event support for client offices (e.g., USC Emeriti Center, student government groups). As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Computer Science	Or
	X	Master'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		8 years	in information technology, business administration, and/or higher education	
X		3 years	in a management or leadership role	
	X	10 years	in information technology, business administration, and/or higher education	
	X	5 years	overseeing support of end-user IT hardware and software	

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 delivering technology services in the field through coordination with central teams, driving continuous service improvement, and delivering IT customer service based on service levels and service quality measures.
X		Knowledge of the Information Technology Infrastructure Library (ITIL) service-management approach and framework.
X		Experience in implementing ITIL-based methods using ServiceNow software.
X		Proven ability to foster an environment of trust, collaboration, transparency, and accountability and to build an inclusive environment that values, encourages, and supports differences.
	X	Experience in a management or leadership role.
	X	Excellent organizational skills, able to set priorities and manage multiple projects.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to non-technical audiences, and persuasively and effectively interact with various stakeholders and diverse individuals and groups.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		ITIL V3 certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads a high-performing, frontline technical support team to provide customer service excellence to a diverse range of campus stakeholders. Drives successful day-to-day operations of the ITS service desk, managing service levels and quality of service delivered via phone calls, emails, voicemails, in-person visits, and other channels of supported service lines.				
Manages resource scheduling to ensure sufficient coverage to maintain target service levels, tracks and reports service delivery metrics, and gathers and analyzes customer survey data to ensure quality service delivery.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of customer service, maintaining currency with industry innovations. Provides frontline and operational support services to other ITS and USC departments, as needed, including after-hours phone service and/or event support for client offices (e.g., USC Emeriti Center, student government groups).				
Establishes and maintains trusted relationships with customers, partners, and ITS departments, to build an information technology strategy that responds to the university's business vision, goals, and strategy. Contributes in cross-functional coordination, architecture discussions, and prioritization planning in a highly collaborative environment.				
Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation.				

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.