Senior Director, Engagement, Culture and Communications (ITS)
Job Description

JOB INFORMATION

Job Code:	165751
Job Title:	Senior Director, Engagement, Culture and Communications (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	IT Management
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Leads change management, communication and culture-building efforts for ITS. Responsible for change readiness assessments and identifying the impact of change on organizational culture and performance. Develops the strategic plans for executing change management programs, as well as the approach for creating consistent communications across the ITS organization. Drives executive, project and program communications, stakeholder engagement, and principles that support a fair and inclusive organizational culture. As part of the leadership team, models and cultivates the ITS culture, values and behaviors within their team.

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	Communication	Or
X		Bachelor's degree	Public Administration	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		

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		8 years		
	X	10 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		Strong understanding of business processes within IT environments.
X		Proven expertise in the design and implementation of large organizational initiatives, preferably within a higher education environment.
X		Extensive experience with Microsoft Office suite and other workplace collaboration tools.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
X		Excellent written and verbal communication skills, with experience presenting technical topics in a business-oriented fashion to non-technical audiences.
X		Ability to develop positive working relationships and a strong rapport with team members.
	X	Experience in organizational development, communications, information technology and higher education

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Prosci or similar certification

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Drives strategic change management, organization design/governance, culture management, stakeholder engagement, and technology adoption programs in alignment with ITS and university-wide priorities. Supports a broad range of staff and campus customers with their change management projects by creating organizational engagement plans.				
Develops sustainable principles of engagement and culture for the ITS organization (e.g. promoting fairness and inclusion, creating communities for action, connecting people). Provides change management, communications, and training expertise by participating in ITS leadership meetings, and developing community content around culture and engagement for ITS staff.				
Supports large-scale engagement and change management for projects across the ITS organization. Builds consistent engagement and change management practices for projects the organization supports across both the ITS and university environments. Develops standards and key messaging for communications that are distributed to ITS.				
Responsible for the development of team members, helping set and achieve goals for career growth. Fosters an inclusive environment that values differences and creates a sense of belonging and appreciation for team members. Leads by example, demonstrating strong ethics, high accountability, and actively driving the process of embedding ITS values and behaviors. Creates a culture of trust and transparency. Drives best-in-class customer service to USC through effective team member engagement.				
Provides vision and high-level direction for engagement, culture and communications within the larger context of the ITS and USC environments. Works with other ITS leaders, customers, partners and stakeholders to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				
Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Works closely with customers to relay the importance of and sensitivity around risk identification, mitigation and remediation. Establishes governance for engagement, culture, and communications through the implementation of standards, procedures, and quality measures. Responsible for the execution of the engagement, culture and communications service portfolio.				
Builds and maintains strong relationships with ITS leaders, customers and partners, ensuring consistent, reliable service is delivered to a broad range of university stakeholders. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
needs, and develop and manage a holistic strategy for delivering quality and continuously improved service.				
Administers department budget, creating, planning, monitoring, reconciling, and directing resources. Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all engagement, culture, and communications aspects by maintaining currency with industry innovations and providing thought leadership around process optimization.				

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/	Yes

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.