Job Code: 165007

Job Summary:
Assists in monitoring the performance of network, servers and associated applications. Works under immediate supervision and follows detailed instructions. This is an entry level position.

Job Accountabilities:
*E/M/NA % Time

_______ ______ Assists in the monitoring of computers and peripheral equipment.
_______ ______ Assists in monitoring the network and connectivity of computers.
_______ ______ Assists in monitoring application software.
_______ ______ Assists in the diagnosis of problems.
_______ ______ Operates printers, collects output, replaces paper supply and controls output.
_______ ______ Runs daily and/or nightly processing jobs, as required.
_______ ______ Stays informed of new developments and technologies.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

Emergency Response/Recovery:

Essential: ☐ No  ☑ Yes  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.

Job Qualifications:

Minimum Education:

High school or equivalent
Combined experience/education as substitute for minimum education

Minimum Experience:

0 - 6 months

Minimum Field of Expertise:

Some familiarity with computer terms and equipment gained from coursework or training.
Preferred Education:
Specialized/technical training

Preferred Field of Expertise:
Relevant experience in computer operations.

Skills: Administrative:
Communicate with others to gather information
Gather data
Research information
Understand and apply policies and procedures

Skills: Other:
Knowledge of applicable laws/policies/principles/etc.
Problem identification and resolution

Skilled in:
Large scale storage administration
Network systems/data backup, storage and recovery
Server applications and hardware
Troubleshooting

Skills: Machine/Equipment:
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student and/or temporary workers.

Comments:
Provides 24/7 on-call support as needed.

SIGNATURES:
Employee: ____________________________ Date:__________________________
Supervisor: __________________________ Date:__________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer