JOB SUMMARY:

Monitors the performance of network, servers and associated applications to ensure systems are operational, secure and running efficiently. Works under general supervision and is technically competent to handle most phases of computer operations and support.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

____   ____  Monitors the functions of the computers and peripheral equipment.
____   ____  Monitors the network and connectivity of computers.
____   ____  Monitors application software.
____   ____  Diagnoses and reports problems.
____   ____  Operates printers, collects output, replaces paper supply and controls output.
____   ____  Distributes printer output or delivers to distribution center.
____   ____  Performs machine cleaning.
____   ____  Performs first echelon maintenance on printers, hard copy devices, magnetic disks and tape drives.
____   ____  Performs system backup under direction.
____   ____  Mounts and handles magnetic tapes.
____   ____  Maintains security procedures relative to hardware.
____   ____  Maintains detailed operational logbooks for each computer system.
____   ____  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
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:**
- 6 - 12 months

**Minimum Field of Expertise:**
- Relevant experience in computer operations.

**Preferred Education:**
- Specialized/technical training

**Preferred Field of Expertise:**
- Relevant experience in computer operations and support.

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

**Skills: Other:**
- Analysis
- Assessment/evaluation
- 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.

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