UNIVERSITY OF SOUTHERN CALIFORNIA
Computer Operations Shift Supervisor
Job Code: 165023

Grade: TI
OT Eligible: No
Comp Approval: 8/28/2008

JOB SUMMARY:
Supervises the activities of computer operations staff of one or more shifts that monitor the performance of network, servers and associated applications. Ensures systems are operational, secure and running efficiently.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tbody>
<tr>
<td>_______</td>
<td>______</td>
<td>Supervises subordinate staff, hires, trains, assigns, prioritizes and schedules work. Assesses performance and gives feedback. Counsels or disciplines, as needed.</td>
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<td>Oversees the resolution of problems encountered during shift operation.</td>
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<td>Ensures system logs are maintained and reports on activities or events, as required.</td>
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<td>Provides continuity of tasks between shifts. Coordinates exchange of information among other shift supervisors.</td>
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<td>Assists operators with system backup.</td>
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<td>_______</td>
<td>______</td>
<td>Ensures security of hardware and physical work space.</td>
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<tr>
<td>_______</td>
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<td>Performs all duties and tasks associated with computer operations, as required.</td>
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<td>______</td>
<td>Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.</td>
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<tr>
<td><em>E</em>__</td>
<td>______</td>
<td>Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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</tbody>
</table>

*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:**

- Specialized/technical training
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Relevant experience in computer operations including some lead experience

**Preferred Education:**

- Associate’s degree

**Skills:**

- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
- Scheduling
- Staff development
- Supervisory Skills
- Teaching/training

**Skilled in:**

- Change management
- Configuration management
- Incident/problem management
- Large scale storage administration
- Network communications technologies
Network systems/data backup, storage and recovery
Release management
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:
  Supervises employees and/or student workers.

Supervises: Nature of Work:
  Technical

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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