UNIVERSITY OF SOUTHERN CALIFORNIA

Network Operations Specialist I (NOC)

Job Code: 165043

Grade: TH
OT Eligible: Yes
Comp Approval: 9/12/2008

JOB SUMMARY:
Assists in supporting the network activities of the university's 24-hour per day, 7-day per week, centralized computer Network Operations Center (NOC) and/or computer user rooms under general supervision. Provides specialized technical maintenance and recovery support services for the campus-wide network and/or computer user rooms. Ensures network and server access. Assists with network and computer problem resolution and facility management activities.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Identifies, diagnoses, tests and resolves computer network and server performance problems in a multi-platform environment. Notifies and coordinates technical support staff regarding problems and resolutions. Obtains physical location access to the university-wide network hardware and/or public user rooms. Creates comprehensive on-line reports for management.

Supports departmental computer rooms and multimedia classrooms. Assist with system triage and problem reporting. Detects, diagnoses, tests, resolves and reports technical hardware and software problems. Provides trouble-ticket information and posts updates as needed.

Updates documentation for unit policies, procedures and protocols. Compiles technical activity logs and trouble ticket updates. Assists in preparing unit training and educational materials.

Interacts with network and hardware technicians and software administrators to establish and/or maintain collaborative and supportive relations.

Provides customer service to the university community. Assists in handling university and/or departmental crisis situations.

Assists and participates with unit and department special assignments and projects. Provides feedback as appropriate.

Participates in system recovery, system health checks and file retrieval for servers and users. Provides detailed reports and initiates trouble tickets. Follows up on problems and escalates as necessary for system recovery.

Monitors and triages environmental systems in the data center using specialized monitoring tools in support of the data center facility.

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.

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:
- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 1 year

Minimum Field of Expertise:
- Expertise in computer center operations within a multi-platform environment for networks, operating systems and applications. Working knowledge of networks, HTML, and collaboration tools. Solid understanding of information technology concepts for voice and data systems, ticket system for problem tracking and/or study in networking and/or computer information systems.

Preferred Education:
- Bachelor's degree

Preferred Experience:
- 2 years

Preferred Field of Expertise:
- Current network or server certificate.

Skills: Administrative:
- Communicate with others to gather information
- Customer service
- Gather data
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:
- Analysis
- Assessment/evaluation
- Documentation and technical writing skills
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Problem identification and resolution
- Scheduling
- Teaching/training

Skilled in:
- Computer room layout, air conditioning, and power distribution
Incident/problem management
Large scale storage administration
Network communications technologies
Network systems/data backup, storage and recovery
Server applications and hardware
Technical documentation
Web content management systems

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:

Flexible work schedule a must (Weekends, holidays, nights, split shift, swing shift are part of the regular schedule) Three schedules: Day, Swing and Graveyard.

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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