UNIVERSITY OF SOUTHERN CALIFORNIA

Network Operations Specialist II (NOC)

Job Code: 165047

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

JOB SUMMARY:
Coordinates 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. Provides specialized technical maintenance and recovery support and services for the campus-wide network and/or computer user rooms. Coordinates network problem resolution activities in a multi-platform environment. Leads other network operations specialists and provides training and guidance, acting as supervisor as needed. Supports facility management activities.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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<td>Coordinates computer and network activities. Assists in overseeing and monitoring the performance and functionality of the computer systems and networks. Monitors the network to ensure its availability to all users. Observes the status and performance of all components of network facilities. Identifies, tests, diagnoses 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 computer user rooms. Creates comprehensive on-line reports for management.</td>
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<td>Provides leadership and guidance to other network operations specialists who perform similar work. Monitors the work of other network operations specialists. Provides technical training. Participates in the interviewing and hiring process.</td>
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<td>Provides helpdesk support to the customer resource centers. Supports student computer user rooms, multimedia classrooms and auditoriums. Detects, diagnoses, tests and resolves technical hardware and software problems.</td>
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<td>Participates in updating and revising unit policies, procedures, technical reports, documentation and on-line activity logs. Implements and assists with creation of the unit training and educational materials, documentation, hands on training and administering of the mentor program.</td>
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<td>Provides customer service to the university community. Acts as liaison to the university and/or department in handling crisis situations.</td>
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<td>Interacts with network and hardware technicians and software administrators to establish and/or maintain collaborative and supportive relations.</td>
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<td>Coordinates and participates with the development of internal projects, spreadsheets, database and wiki development, software and application support. Provides feedback, updates and status reports as required. Provides timely communication.</td>
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<td>Makes recommendations to management about hardware and software acquisitions, considering network needs and available budget based on in-depth understanding of offerings.</td>
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Participates in system recovery, system health checks and file retrieval for servers and users. Provides detailed reports and initiates trouble tickets. Ensures follow up and escalation for system recovery.

Supports, monitors and triages environmental systems in the data center using specialized monitoring tools in support of the data center facility. Designs and implements tools to automate operations and for monitoring, as needed.

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:**

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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:**

- 2 years

**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:**

- 3 years

**Preferred Field of Expertise:**

Current network or server certificate.

**Skills: Administrative:**

- Communicate with others to gather information
- Coordinate work of others
- 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.
Lead/guidance skills
Organization
Planning
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:
Leads one or more employees performing similar work.
May oversee student and/or temporary workers.
Trains employees on specific skills and tasks as required.

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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