UNIVERSITY OF SOUTHERN CALIFORNIA

Network Operations Supervisor (NOC)

Job Code: 165051

Grade: TK
OT Eligible: No
Comp Approval: 9/12/2008

JOB SUMMARY:
Supervises staff 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. Oversees network problem resolution activities in a multi-platform environment. Ensures network and server access.

JOB ACCOUNTABILITIES:

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Provides and ensures customer service to the university community. Acts as liaison to the university and/or department in crisis situations.

Develops, implements and assigns internal projects. Develops and implements databases and software. Makes recommendations to management such as administrative improvements, technical enhancements, etc.

Oversees and monitors computer system recovery, maintenance backups and retrievals. Supports, monitors and triages environmental systems in the data center using specialized monitoring tools in support of the multi area 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.

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.

Perform 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:**

4 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:**
5 years

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

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Documentation and technical writing skills
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Research
- Scheduling
- Staff development
- Supervisory skills
- 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
- Personal mobile communication devices
- Photocopier

**Supervises: Level:**
- Supervises employees and/or student workers.
Trains employees on specific skills and tasks as required.

**Supervises: Nature of Work:**

Administrative
Technical

**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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