Serves as project leader for the customization and maintenance of a complex, multi-platform system configuration, ensuring efficiency and security. Troubleshoots problems reported by users and/or by automated network monitoring systems. Monitors and adjusts the performance of existing networks and continually surveys the current environment, making recommendations on future system needs. Provides analytical and technical expertise on systems integration, installations, replacements and upgrades of servers and operating systems. Designs, programs and/or installs advanced tools to help manage systems and application environment.

**JOB ACCOUNTABILITIES:**

<table>
<thead>
<tr>
<th>E/M/NA</th>
<th>% TIME</th>
<th>Time Description</th>
</tr>
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<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>Serves as a project leader for the customization and maintenance of a complex multi-platform system configuration.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Provides leadership, guidance and direction to lower level staff.</td>
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<tr>
<td>______</td>
<td>______</td>
<td>Provides analytical and technical expertise on systems integration, installation, replacement and upgrades of servers and operating systems.</td>
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<td>______</td>
<td>______</td>
<td>Recommends changes to improve systems and network configurations, and determines hardware or software requirements related to such changes.</td>
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<tr>
<td>______</td>
<td>______</td>
<td>Oversees, maintains and administers computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Monitors systems, servers and auxiliary devices for performance and security. Determines whether adjustments need to be made and confers with technical support staff and vendors as appropriate. Identifies changes that need to be made in the future.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Leads troubleshooting; identifies hardware and software problems in a timely manner; resolves routine problems, replaces defective components and researches resources to identify solutions.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Coordinates data backups, disaster recovery operations, repairs and/or recovery of systems.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Designs, configures, and tests computer hardware, networking software and operating system software.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Assigns, modifies, and deletes user accounts and resolves security access problems; maintains integrity of the security system.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Develops and maintains appropriate system documentation. Formulates standards for system management.</td>
</tr>
<tr>
<td>______</td>
<td>______</td>
<td>Work with vendors to maintain appropriate level of support.</td>
</tr>
</tbody>
</table>
Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars. 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:

5 years

Minimum Field of Expertise:

Expert understanding and strong technical knowledge of and experience with systems administration, backups, operating systems programming languages and associated hardware platforms. Possesses the required knowledge to build, configure, load and restore a system from the ground up. Previous systems administration experience required.

Preferred Education:

Bachelor's degree

Preferred Experience:

6 years

Preferred Field of Expertise:

Technical certifications pertinent to the servers and systems supported.

Skills: Other:

Analysis  
Assessment/evaluation  
Communication -- written and oral skills  
Conceptualization and design  
Consulting  
Customer service  
Interpretation of policies/analyses/trends/etc.  
Knowledge of applicable laws/policies/principles/etc.  
Lead/guidance skills  
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Teaching/training

Skilled in:

Enterprise/information architecture
Groupware applications
Incident/problem management
Large scale storage administration
Network communications technologies
Network design, connectivity and capacity configuration
Network security access, management and testing
Network systems/data backup, storage and recovery
Operating systems
Personal communication devices
Server applications and hardware
Troubleshooting

Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:

Leads employees performing similar work on a project basis.

Comments:

Must be available to work off-hour shifts and provide on-call support as required.

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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