UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Services Consultant II

Job Code: 165411

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

JOB SUMMARY:
Provides support, assistance and advice in the use of computer hardware, software and networks to faculty, students and staff.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ____ Performs analytical, technical and administrative work to plan, design and install networked and stand-alone computer systems for computer user rooms, computer classrooms, offices, etc. Provides replacement recommendations and budget estimates as requested. May assist with assigned area's technology asset management.

______ ____ Analyzes user needs and evaluates new products; recommends hardware and software purchases. Collaborates with other units to improve access to and maximize use of computing resources.

______ ____ Installs and troubleshoots software and hardware. Performs backup and system restore procedures as assigned.

______ ____ Provides technical support, assistance and consultation to students, faculty, staff and/or lower level consultants on assigned areas. Answers questions on-site or via telephone. Manages user accounts, provides permissions/email account sharing, and creates/deletes shared server folders. Resolves, escalates or refers technical problems as appropriate.

______ ____ Develops documentation, user procedures and security procedures. Contributes to the establishment and maintenance of software and documentation libraries.

______ ____ Conducts hands-on training sessions and instructional classes in hardware and software applications for students, faculty and staff.

______ ____ 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
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:**
- Knowledge of computing environments. Experience with networks, workstations, wireless communication, security software and procedures. Working knowledge of associated hardware, software, operating systems, and peripherals.

**Preferred Education:**
- Bachelor's degree

**Preferred Experience:**
- 3 years

**Preferred Field of Expertise:**
- Experience in computing environments. Specific support experience with networks, workstations, wireless communication, security software and procedures. Experience in installing and maintaining servers and networks.

**Skills:** **Administrative:**
- Answer telephones
- Communicate with others to gather information
- Customer service
- Research information
- Understand and apply policies and procedures

**Skills:** **Other:**
- Analysis
- Assessment/evaluation
- Consulting
- Organization
- Problem identification and resolution
- Teaching/training

**Skilled in:**
- Database administration and management
- Desktop system service and repair
- Groupware applications
- Incident/problem management
- Network security access, management and testing
- Network systems/data backup, storage and recovery
Skills: **Machine/Equipment:**

- Audio/Visual equipment
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Digital cameras
- Fax
- Personal computer
- Photocopier
- Scanners
- Teleconferencing equipment
- Video camera

**Supervises: Level:**

- May oversee student and/or temporary workers.

**Comments:**

- Evening or weekend work may be necessary to meet deadlines or solve specific problems.

**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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