UNIVERSITY OF SOUTHERN CALIFORNIA
Customer Service Consultant
Job Code: 165412

Grade: TI
OT Eligible: Yes
Comp Approval: 1/15/2010

JOB SUMMARY:
Provides support, assistance and advice in the use of computer hardware, software and networks to faculty, staff and students via telephone, email and walk-ins. Oversees student workers, as assigned.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>100%</td>
<td>Manages user accounts, provides permissions/email account sharing, and created/deletes shared server folders. Resolves end user problems.</td>
</tr>
<tr>
<td>M</td>
<td></td>
<td>Liaises between the customer community and higher levels of support or others within the department.</td>
</tr>
<tr>
<td>E</td>
<td>50%</td>
<td>Develops internal and external technical documentation. Contributes to the establishment and maintenance of software and documentation libraries.</td>
</tr>
<tr>
<td>E</td>
<td>50%</td>
<td>Trains and supervises student workers, as assigned. Provides leadership, guidance and direction to students workers. Evaluates performance and counsels student workers, as assigned. May recommend disciplinary action.</td>
</tr>
<tr>
<td>E</td>
<td></td>
<td>Participates in project meetings with technical departments to consult and produce project deliverables.</td>
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<td>E</td>
<td></td>
<td>Works with other personnel to ensure product adequately meets all department standards.</td>
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<td>E</td>
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<td>Participates in testing software or new process flow.</td>
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<td>E</td>
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<td>Conducts instructional classes and outreach sessions for university community.</td>
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<tr>
<td>E</td>
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<td>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.</td>
</tr>
</tbody>
</table>

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: 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:
- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Sound knowledge of operating systems, associated hardware, peripherals and software. Experience with networks, workstations, wireless communication, security software and procedures. Knowledge of wireless network connectivity and security procedures.

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
- Personal communication devices
- Server security policies and procedures, access management
- Technical documentation
- Troubleshooting

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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