UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Consultant Supervisor

Job Code: 165415

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

JOB SUMMARY:
Supervises a staff of consultants providing computer hardware, software and network support to faculty, students and staff.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

________ _______ Manages computer and network support activities covering consulting, planning, and end user training.

________ _______ Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

________ _______ Provides leadership in the use of computing resources for research, teaching and other scholarly activities. Collaborates with faculty to incorporate new software and computing methods.

________ _______ Coordinates introduction of new computing resources with systems and hardware support personnel.

________ _______ Tests new software. Selects and recommends purchase of hardware and software for university-wide usage.

________ _______ Plans, designs and implements end user training.

________ _______ Provides for the training of department staff and end users in equipment and software.

________ _______ Interacts with hardware and software vendors to establish or maintain supportive relations.

________ _______ 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.

________ _______ 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:
- 2 years

Minimum Field of Expertise:
- Experience in computing environments; specific user support experience with operating systems, microcomputers, networks, LANs, and network software. Supervisory experience.

Preferred Education:
- Bachelor’s degree

Preferred Experience:
- 4 years

Preferred Field of Expertise:
- Supervisory-level experience in computing environments with support responsibilities for networks, workstations, wireless communication, security software and procedures

Skills: Other:
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interviewing
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Scheduling
Staff development
Supervisory Skills
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:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Technical

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.

The University of Southern California is an Equal Opportunity Employer