UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Consultant Supervisor, Senior

Job Code: 165419

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

JOB SUMMARY:
Supervises computer consulting staff through subordinate supervisors to provide user support services, including computer and network support, to faculty and staff.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

____ ___ Directly or indirectly supervises all assigned subordinate staff, usually through supervisors. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as assigned.

____ ___ 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.

____ ___ Plans university-wide computer and network support activities in support of the university's academic goals. Researches and analyzes industry trends; investigates various computing options. Designs and programs new system-wide software tools and features.

____ ___ Plans, develops and administers training plans, programs and procedures for department staff and end users in hardware and software.

____ ___ Plans implementation of new software releases; determines impact of changes and methods of facilitating end user adjustment.

____ ___ Oversees testing of new software. Interacts with hardware and software vendors to establish or maintain supportive relations. Negotiates pricing and contracts. Supervises the purchase of hardware and software for university-wide coverage.

____ ___ Administers assigned divisional budget; tracks expenses and analyzes variances. Provides information for budget development.

____ ___ 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.

_E___ ___ 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:**

- Master's degree

- Combined experience/education as substitute for minimum education

**Minimum Experience:**

3 years

**Minimum Field of Expertise:**

- Supervisory level experience in computing environments, including operating systems and microcomputer systems. Experience in management of networks, LANs and network software.

**Preferred Education:**

- Master's degree

**Preferred Experience:**

5 years

**Preferred Field of Expertise:**

- Management level experience overseeing full time staff in computing environments. Prior hardware and software purchasing experience. Network and LAN management experience.

**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
- Managerial Skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Scheduling
Staff development
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:
Manages through subordinate supervisors.

Supervises: Nature of Work:
Professional/Paraprofessional
Technical

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

SIGNATURES:
Employee: _______________________________ 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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