UNIVERSITY OF SOUTHERN CALIFORNIA
Computer Consultant Specialist
Job Code: 165423

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

JOB SUMMARY:
Provides specialized, technical end user support and assistance as well as advice in the use of computer hardware, software and networks to faculty, students and staff.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

______ ______  Provides expert consulting services in specialized areas such as specialized software, critical computer/networked systems, data access/analysis, and/or academic research.

______ ______  Provides support for specialized software/data installation, configuration and planning. Investigates and analyzes various specialized computing options and solutions.

______ ______  Seeks opportunities to integrate systems and services for collaboration between units and/or the university at large as appropriate. Partners with departmental and/or central information technology service groups to establish or maintain system interfaces and day-to-day operational processes.

______ ______  Plans, designs and conducts specialized end user training for groups or individuals.

______ ______  Tests new specialized software. Selects and recommends purchase of hardware and software for university-wide usage.

______ ______  Plans and implements new, upgrades and/or specialized software releases. Determines impact of changes, recommending and facilitating delivery to users.

______ ______  Interacts with hardware and software vendors as well as outside technical support providers/consultants to establish competitive pricing, warranties, etc. and maintain supportive relations for critical functionality of applicable products.

______ ______  Researches, gathers, organizes and summarizes data for reports. Analyzes data for trends or conclusions and presents results and recommendations to supervisor.

______ ______  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:**
- 3 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**
- Expert skill-level in specialty area. Experience in computing environments. User support experience with servers, operating systems, workstations, networks, LANs and network software.

**Preferred Experience:**
- 4 years

**Preferred Field of Expertise:**
- Data center experience. Degree in computer science or engineering. Systems/technical certification.

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

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Conceptualization and design
- Consulting
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Teaching/training

**Skilled in:**
- 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
Technical training and instructional design
Troubleshooting

**Skills: Machine/Equipment:**

- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**

- May oversee student and/or temporary workers.
- Trains employees on specific skills and tasks as required.

**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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