UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Consultant Specialist, Senior

Job Code: 165427

Grade: TK
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. Provides leadership, guidance and direction to related staff and consultants.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

______  ____ Provides leadership in the provision of long-term, expert consulting and growth planning services in specialized computing areas. Researches and investigates various specialized computing options and solutions. Analyzes industry trends. Acts as technical advisor to technology committee(s) to assist in the review and potential implementation of software and hardware.

______  ____ Provides leadership and guidance to others who perform similar work. Sets priorities and timelines and monitors the work of others.

______  ____ Coordinates specialized software and/or hardware installation, configuration, support and maintenance activities.

______  ____ Seeks opportunities to integrate specialized area into scholarly activities, collaborating with faculty on incorporating specialized software and methods.

______  ____ 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 implementation of new, specialized software releases; determines impact of changes and methods of facilitating end user adjustment.

______  ____ 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.

______  ____ Networks with professional counterparts inside and outside the university.

Interacts 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.

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

**Minimum Field of Expertise:**
- Lead responsibility for specialized user services function in a computing environment.
- Experience leading computer consultants or technical support staff.

**Preferred Experience:**
- 7 years

**Preferred Field of Expertise:**
- Senior-level experience over specialized user services function in a multi-system computing environment, leading computer consultants and technical support staff.

**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
- Lead/guidance Skills
- 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
Skills: Machine/Equipment:

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

Supervises: Level:

Leads one or more employees performing similar work.
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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