UNIVERSITY OF SOUTHERN CALIFORNIA
Technical Project Specialist
Job Code: 165450

Grade: TJ
OT Eligible: Yes
Comp Approval: 8/28/2008

JOB SUMMARY:
Provides specialized IT support services for day-to-day technology-based project operations and administrative activities that accompany all phases of short and long-term specialized technology projects. Contributes to the planning, design, analysis, implementation, and quality assurance of all project deliverables. Provides specific technical expertise and troubleshooting of all functions supported.

JOB ACCOUNTABILITIES:

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<th>E/M/NA</th>
<th>% TIME</th>
<th>Accountability</th>
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<td>Executes within all areas of systems integration, hardware selection and configuration, prototype development, systems configurations, software/data installation and system software.</td>
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<td>Provides a variety of IT consulting services in areas such as specialized software, hardware, data access/analysis, and research. Provides support for specialized software/data installation, configuration and planning. Investigates and analyzes various specialized computing options and solutions.</td>
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<td>Researches, gathers, organizes and summarizes data for special technology projects. Develops, evaluates, recommends and implements procedures for data acquisition, management and quality control. Analyzes data for trends or conclusions and presents results and recommendations to management.</td>
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<td>Serves as key resource for specialized technology project information. Interfaces with faculty, staff, and/or external contacts necessary to complete assignments. Resolves problems and/or questions referred by project staff or administrators.</td>
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<td>Interacts with hardware and software vendors to establish or maintain supportive relations. Conducts side-by-side vendor comparisons, formulates performance criteria, and submits benchmark analysis reports with departmental usage recommendations.</td>
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<td>Conducts research on new technologies as requested. Tests new specialized software and hardware and recommends purchase for university-wide or department usage.</td>
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<td>Assists with project budget development. Monitors and reconciles budget activity. Analyzes variances and provides projections. Prepares financial reports, as needed.</td>
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<td>Prepares status reports on specialized technology project plans, progress and results of activities. Develops, enhances and maintains information systems to support project operations.</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.</td>
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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:   

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:**
- Expert skill-level and specialized experience in specialty area. Experience with the design, modification, operation, installation, and maintenance of IT equipment and systems as well as information technology project management.

**Preferred Education:**
- Bachelor’s degree

**Preferred Field of Expertise:**
- Degree in information science or information technology. Certification in information technology project management.

**Skills: Administrative:**
- Communicate with others to gather information
- Customer service
- Gather data
- Prioritize different projects
- Research information
- Understand and apply policies and procedures

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Budget development
- Communication -- written and oral skills
- Conceptualization and design
- Consulting
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Statistical analysis

Skilled in:

Applications/systems development methodologies
Database design tools and techniques
Enterprise/information architecture
Incident/problem management
Operating systems
Project management tools and techniques
Usability engineering

Skills: Machine/Equipment:

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

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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