UNIVERSITY OF SOUTHERN CALIFORNIA
Learning Environments Technical Support Supervisor
Job Code: 165485

OT Eligible: No
Comp Approval: 1/10/2017

JOBS DESCRIPTION:
Supervises and mentors staff and student workers and supports the function and operations of the 24-hour per day, 7-day per week, university’s computing centers and learning spaces. Provides customer service support and technical diagnostic expertise. Provides leadership and support through shift-based teams.

JOB ACCOUNTABILITIES:

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Oversees daily operations of 24-hour per day, 7-day per week, learning environment department through subordinate shift supervisors to ensure uninterrupted monitoring and operations of campus-wide networks, systems, multi-media equipment, hardware and software, etc.

Directly supervises all assigned subordinate staff and students. 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.

Coordinates and provides operational leadership for all assigned subordinate staff and students. Mentors and trains staff. Provides coaching, guidance and feedback to assigned staff. Provides input to employee performance management process as appropriate.

Schedules, assigns and prioritizes workloads, sets appropriate deadlines, monitors employee and team performance on a day-to-day basis. Ensures timely completion of unit’s work and customer follow-up duties.

Provides advanced specialized technical maintenance and customer service support for faculty, staff and students. Monitors the performance of supported hardware and software resources. Ensures proper functioning and access to network, software and hardware in all learning environments. Resolves escalated problems and issues.

Performs advanced troubleshooting and remediation activities for learning spaces and/or computer network and server performance problems in a multi-platform environment. Uses MOMS system to monitor, troubleshoot and support faculty and student use of audio-visual equipment in learning spaces. Coordinates technical support and problem resolution.

Ensures documentation of all customer issues and requests in the ticket system. Ensures documentation and reuse of technical knowledge and procedures. Oversees smooth shift transitions for an effective 24 x 7 operational environment.
Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Assists faculty and students in using multimedia and computer-based resources such as various multimedia control systems and touch panels, digital projectors, mixers, matrix switchers and amps. Analyzes user needs and evaluates new equipment. Recommends new hardware and software purchases based on thorough technology reviews and research findings.

Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Determines the best equipment based on business needs. Conducts hands-on training seminars. May oversee help phone services and on-site customer support operations.

Participates in development and administration of department policies and procedures, as assigned.

Gathers facts and figures to develop a budget. Provides projections as needed.

Oversees maintenance of equipment inventory and tracking of classroom usage.

Develops documentation for student and staff training, end-user procedures including operational and security procedures. Interprets policies and procedures.

Maintains currency in new developments and technologies; recommends and implements as appropriate for university-wide usage.

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.

Serves on appropriate internal and external committees, and task forces as required.

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 Department of Public Safety. 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:
Specialized/technical training
Associate's degree
Combined experience/education as substitute for minimum education

Minimum Experience:
2 years

Minimum Field of Expertise:
Expertise in computer center operations within a multi-platform environment for networks, operating systems and applications. Working knowledge of networks and collaboration tools. Solid understanding of information technology concepts for voice and data systems, ticket system for problem tracking and/or study in networking and/or computer information systems. Specialized knowledge of and experience with audio-visual equipment

Preferred Education:
Bachelor's degree

Preferred Experience:
4 years

Skills: Other:
Analysis
Assessment/evaluation
Budget control
Budget development
Coaching
Communication -- written and oral skills
Conflict resolution
Consulting
Counseling
Customer service
Documentation and technical writing skills
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Project management
Scheduling
Staff development
Supervisory skills
Teaching/training

Skills: Technology:
Desktop system service and repair
Groupware applications
Help desk management and flow control
Incident/problem management
Network administration
Network communications technologies
Network security access, management and testing
Network systems/data backup, storage and recovery
Server applications and hardware
Server security policies and procedures, access management
Technical documentation
Troubleshooting
Web content management systems

Skills: Machine/Equipment:

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

Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Technical

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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