UNIVERSITY OF SOUTHERN CALIFORNIA
Technical Support Escalation Specialist
Job Code: 165491

OT Eligible: Yes
Comp Approval: 1/25/2017

JOB DESCRIPTION:
Provides second and third level specialized technical maintenance and customer service support for faculty, staff and students. Performs low-level technical diagnosis and repair of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations. Develops and implements structural and design changes in the distance learning environment. Utilizes lab setups to re-create customer’s issues. Reports defects on existing software and hardware and recommends upgrades or new purchases, as required. Manages the customer escalation process working with management and technical support specialist teams through an organized ticketing system. Serves as a Subject Matter Expert (SME) for both internal teams and customers. Maintains accurate and current knowledge in the field of specialty, through research, networking, and attendance at conferences and seminars, as applicable.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

——— ———— Provides second and third level specialized technical maintenance and customer service support for faculty, staff and students. Troubleshoots significant problems with supported hardware and software resources. Ensures proper functioning of system-wide learning environments. Resolves design and architecture problems and issues.

——— ———— Performs board-level technical diagnosis and repair of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations. Resolves complex technical issues applying analytical problem solving skills blended with strong software and hardware knowledge in the routing and switching as well as server virtualization and DC orchestration.

——— ———— Develops and implements structural and design changes in the distance learning environment. Ensures that equipment and technologies are compatible and operate at optimum efficiency.

——— ———— Utilizes lab setups to re-create customer’s issues. Analyzes processes and protocols to determine causes of escalated issues, if applicable. Resolves issues in a timely manner, or informs senior management of steps necessary to resolve issues. Recommends strategies that correct design flaws or problems created by the incorporation of emerging technologies.

——— ———— Reports defects on existing software and hardware and recommends upgrades or new purchases, as required. Engages in appropriate thorough research to make informed recommendations that incorporate industry trends and best practices.

——— ———— Manages the customer escalation process working with management and technical support specialist teams through an organized ticketing system. Ensures a continuous flow of information throughout the process, to both end users and support personnel. Ensures that support tickets are addressed, resolved and closed in a timely manner.
Serves as a Subject Matter Expert (SME) for both internal teams and customers.
Provides training and knowledge transfer to customers and internal teams on products and technologies, as requested. Creates and conducts training programs, as necessary. Writes knowledge articles based on customer issues and related solutions and disseminates to appropriate sources, as necessary.

Maintains accurate and current knowledge in the field of specialty, through research, networking, and attendance at conferences and seminars, as applicable. Maintains membership in appropriate professional organizations and groups.

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:**

- 3 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 Field of Expertise:**

Experience in writing technical documentation. Experience in using network testing equipment. Excellent communication skills. Ability to convey difficult technical information to end users and staff members. Self starter, proactive and must be able to handle multiple tasks.

**Skills:** Administrative:

- Communicate with others to gather information
- Coordinate work of others
- Gather data
- Input data
- Prioritize different projects
Research information
Technical documentation
Understand and apply policies and procedures

Skills: Other:
Analysis
Assessment/evaluation
Planning
Problem identification and resolution
Scheduling

Skills: Technology:
Incident/problem management
Network communications technologies
Network design, connectivity and capacity configuration
Network systems/data backup, storage and recovery
Troubleshooting

Skills: Machine/Equipment:
Audio/Visual equipment
Broadcast equipment
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Multimedia equipment
Personal computer
Teleconferencing equipment
VCR/DVD players
Video camera

Supervises: Level:
May oversee student, temporary and/or resource workers.

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

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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