UNIVERSITY OF SOUTHERN CALIFORNIA
Senior Technical Support Escalation Specialist
Job Code: 165495

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 advanced 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:

- 5 years

Minimum Field of Expertise:

Thorough understanding of network protocols and distance learning software and hardware. In-depth technical knowledge of hardware based router and switches. In-depth technical knowledge in Ethernet switching, IP forwarding, Class of service and services, firewall and access control, as well as routing and switching protocols. Strong understanding of network design, implementation and troubleshooting. Analytical problem solving skills to debug and isolate complex problems. Hands-on experience with customer deployment and troubleshooting of L2/L3 networking products.

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:**
Leads one or more employees performing similar work.

**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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