UNIVERSITY OF SOUTHERN CALIFORNIA

Network Engineer I

Job Code: 165591

Grade: TI
OT Eligible: Yes
Comp Approval: 2/1/2012

JOB SUMMARY:
Ensures the stability and integrity of in-house voice, data, video and wireless network services. Installs, monitors, maintains, supports and optimizes routine network hardware, software, systems, and communication links for university, under direct supervision. Implements and maintains bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections. Analyzes and resolves network hardware and software problems.

JOB ACCOUNTABILITIES:

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

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*(E/M/NA)*

Installs, monitors, maintains, supports and optimizes routine network hardware, software, systems and communication links for university, under direct guidance.

Monitors and analyzes network performance, implements performance tuning and assists with basic troubleshooting network problems areas, as needed. Analyzes and assists with resolving hardware and software problems. Provides network performance statistics and reports.

Implements and maintains bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections.

Assists in the design and deployment of local area networks (LANs), wide area networks (WANs) and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware, under direct guidance. Assists with the identifying, assessment and development of detailed requirements for new and existing campus networks.

Liaises with vendors to resolve network related problems and implements solutions.

Assists with creation and maintenance of documentation as it relates to network configuration, network mapping, processes, and service records. Assists with maintaining policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

Assists in analyzing, evaluating, and recommending new hardware, software, and communications products for network compatibility and applicability. Tests new third party hardware/software.

Stays informed of new developments and technologies.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.
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:
- Related undergraduate study
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 1 year

Minimum Field of Expertise:
- Basic knowledge and direct experience in the area of local and wide area networking, communications, and related hardware and software. Basic understanding of information technology concepts for voice and data systems. Strong analytical abilities.

Preferred Education:
- Bachelor’s degree

Preferred Experience:
- 2 years

Preferred Field of Expertise:
- Current network or server certificate.

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
- Conceptualization and design
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
- Project management
Scheduling

**Skilled in:**
- Applications/systems development methodologies
- Business requirements tools and techniques
- Enterprise/information architecture
- Incident/problem management
- Mathematics
- Network administration
- Network communications technologies
- Network design, connectivity and capacity configuration
- Network security access, management and testing
- Network systems/data backup, storage and recovery
- Project management tools and techniques
- Quality assurance/testing methods, tools and techniques
- Server applications and hardware
- Software design tools
- Technical documentation
- Troubleshooting

**Skills: Machine/Equipment:**
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier

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

**Comments:**
- May provide 24/7 on-call support as needed.

**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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