Ensures the stability and integrity of in-house voice, data, video and wireless network services. Consults with end users to determine network hardware and software needs. Installs, monitors, maintains, supports and optimizes complex network hardware, software, systems, and communication links for university. Identifies, assesses and develops detailed requirements for new and existing campus networks. Analyzes and resolves complex network hardware and software problems. May lead and/or provide technical and training assistance to and/or lead less experienced network engineers, as assigned.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Consults with end users to determine appropriate network hardware and software needs. Analyzes users needs. Recommends appropriate network configurations to meet users' business needs and departmental standards.

Installs, monitors, maintains, supports and optimizes complex network hardware, software, systems, and communication links for university, under minimal supervision. Oversees installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.

Monitors and analyzes network performance, implements performance tuning, and troubleshoots a variety of complex network problems areas, as needed. 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.

Designs and deploys local area networks (LANs), wide area networks (WANs) and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware. Identifies, assesses and develops detailed requirements for new and existing campus networks.

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

Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records. Participates in development, implementation and maintenance of policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

Analyzes, evaluates, and recommends new hardware, software, and communications products for network compatibility and applicability. Tests new third party hardware/software.
______ 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.

______ May lead and/or provide technical and training assistance to less experienced network engineers, as assigned.

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
Related undergraduate study
Combined experience/education as substitute for minimum education

Minimum Experience:

3 years

Minimum Field of Expertise:

Working knowledge and direct experience in the area of local and wide area networking, communications, and related hardware and software. Understanding of information technology concepts for voice and data systems. Demonstrated strong oral and written communication skills. Strong analytical abilities.

Preferred Education:

Bachelor’s degree

Preferred Experience:

5 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
- Consulting
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Organization
- Planning
- Problem identification and resolution
- Project management
- Scheduling
- Teaching/training

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:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier

Supervises: Level:
- Leads one or more employees performing similar work.

Supervises: Nature of Work:
- Technical

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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