UNIVERSITY OF SOUTHERN CALIFORNIA  
Supervising Network Engineer  
Job Code: 165594

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<th>Grade:</th>
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<td>OT Eligible:</td>
<td>No</td>
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<td>Comp Approval:</td>
<td>2/1/2012</td>
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**JOB SUMMARY:**
Supervises network engineers and oversees the installation, repair, upgrade and maintenance of in-house voice, data, video and wireless network services. Provides expert technical consultative services to end users for purposes of determining network hardware and software needs. Oversees installation, monitoring, maintenance, support and optimization of all 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.

**JOB ACCOUNTABILITIES:**

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<th>*E/M/NA</th>
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* Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels and disciplines and/or terminates employees as required.

* Consults with end users to determine complex network hardware and software needs. Analyzes users needs. Identifies, assesses and develops requirements for new and existing computer networks. Recommends and designs appropriate network configurations to meet users' business needs and departmental standards. Reviews subordinate network engineers' configurations and makes adjustments, as needed.

* Oversees the installation, monitoring, maintenance, support and optimization of all network hardware, software, systems, and communication links for university. Manages the installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.

* Oversees the monitoring of network performance, implementation of performance tuning, and troubleshoots complex network problems areas as needed. Reviews complex network performance statistics and reports. Makes changes, as needed.

* Coordinates and oversees the implementation and maintenance of bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections.

* Provides expert technical consultation for 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.

* Oversees the creation and maintenance of technical network documentations. Prepares reports for management on network performance and maintainability.

* Develops, implements and maintains policies, procedures, and associated training plans for network administration, usage, and disaster recovery. Develops and conducts training programs for subordinate network engineers to ensure continued progress in maintaining technical proficiency.

* Oversees software and network security.
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.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. 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: 
  - 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

**Minimum Experience:**
- 5 years

**Minimum Field of Expertise:**
- Thorough knowledge and experience in the area of local and wide area networking, communications, and related hardware and software. Thorough understanding of information technology concepts for voice and data systems. Demonstrated strong interpersonal, oral and written communication skills. Ability to supervise and motivate subordinates. Current network or server certificate. Excellent analytical abilities.

**Preferred Education:**
- Bachelor’s degree

**Preferred Experience:**
- 7 years

**Skills:**  Other:
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
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
Research
Scheduling
Staff development
Supervisory skills
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:

Supervises employees who do not supervise.

Supervises:  Nature of Work:

Technical

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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