UNIVERSITY OF SOUTHERN CALIFORNIA

User Room Supervisor
Job Code: 165702

Grade: TH
OT Eligible: No
Comp Approval: 8/28/2008

JOB SUMMARY:
Oversees public computer user rooms, determines policies and procedures, writes documentation and training materials. Schedules, trains, monitors, advises and mentors, as required. Performs special programming projects.

JOB ACCOUNTABILITIES:
*E/M/NA % TIME

Supervises unit employees and/or student workers, as assigned. Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on a regular basis. Ensures timely completion of unit's work.

Develops and administers departmental policies and procedures; writes and edits policy and procedure manual.

Oversees maintenance of computer equipment, networks and facilities, coordinating with various departments.

Ensures that design and layout of facilities meet university and ADA codes.

Assists in developing goals for student training program, recommends additions or deletions based on changes in hardware, systems or networks.

Provides assistance and consultation to students, faculty and staff to resolve hardware or software problems.

Assists in making presentations at student worker training sessions concerning duties, policies and problem-solving.

Performs special programming projects. Participates on strategic planning committees.

Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

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: [ ] 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:

- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

- Working knowledge of desktop publishing software, computer hardware & peripherals, e-mail, Unix, DOS & Macintosh systems & workstations, networks. Experience in technical writing & problem solving.

Preferred Education:

- Bachelor’s degree

Preferred Experience:

- 5 years

Preferred Field of Expertise:

- Experience supervising computer facility with varied hardware and operating systems.
- Programming expertise in multiple computer languages.

Skills: Other:

- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- 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
Public speaking/presentations
Staff development
Supervisory Skills
Teaching/training

Skilled in:

Business requirements tools and techniques
Desktop system service and repair
Technical documentation
Troubleshooting

Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

Supervises student and/or temporary workers.

Supervises: Nature of Work:

Technical

Comments:

Provides 24/7 on-call support as needed.