UNIVERSITY OF SOUTHERN CALIFORNIA

PC Systems Analyst

Job Code: 165807

Grade: TI
OT Eligible: Yes
Comp Approval: 8/28/2008

JOB SUMMARY:

Oversees deployment, hardware and software technical support, and systems analysis for all workstations and peripherals in the department, as well as research and implementation projects involving new hardware, software, and network technologies.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

- Consults with users on the installation, use and development of PC and network systems. Prepares detailed proposals, cost analyses, and project management and implementation requirements.
- Consults with users to define specific hardware and software solutions to applications requirements. Prepares proposals and supporting documentation.
- Answers complex questions on a variety of PC and networking systems. Provides telephone and on-site support.
- Gives technical guidance to faculty, staff, students, other technicians and/or lower level consultants.
- Coordinates the development of user procedures and security procedures.
- Researches, assesses and recommends additions to the university's software and documentation libraries.
- 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.

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 work experience and education as equivalent

Minimum Experience:
1 year

Minimum Field of Expertise:
Desktop computing support installing and maintaining hardware, software and operating systems. Some mainframe, servers and network experience.

Preferred Education:
Bachelor's degree

Preferred Experience:
3 years

Preferred Field of Expertise:
Degree in electrical or electronic engineering, computer science, or information system. Knowledge of university systems and networking. Certification on the support of PC platform.

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
Customer service
Knowledge of applicable laws/policies/principles/etc.
Lead/guidance Skills
Organization
Planning
Problem identification and resolution
Project management

Skilled in:
Business requirements tools and techniques
Technical documentation

Skills: Machine/Equipment:
Audio/Visual equipment
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

May lead one or more employees performing similar work.
May oversee student and/or temporary workers.

Comments:

May be on-call for extended hours and weekends. May be occasional weekend and evening overtime work due to projects.

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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