UNIVERSITY OF SOUTHERN CALIFORNIA

Systems Liaison Specialist

Job Code: 165819

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

JOB SUMMARY:

Provides user support, evaluation and training services for automated information systems and/or major system application(s). Monitors system for security, data integrity, quality assurance, and user conformance to established procedures. Provides input for determining system priorities. Works with programming/systems staff to coordinate development, maintenance and enhancement of systems and applications.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ ______ Serves as departmental link between users and system technical staff to provide effective user service and to provide system and data control. Monitors system input and output for accuracy and currency of information. Liaises between technical staff and users to resolve problems and coordinate changes and enhancements.

______ ______ Maintains and updates system security and user access capabilities. Approves requests for new and/or changed access. Sets up users and maintains appropriate documentation.

______ ______ Assesses user training needs and develops and implements programs to train new and continuing staff. Covers areas such as data security, quality and privacy awareness.

______ ______ Develops and maintains communications materials such as documentation and procedural manuals, resource or reference guides, newsletters, and bulletins to support system users.

______ ______ Evaluates and recommends refinements in department operations to ensure integrity of system data while maximizing productivity and providing high quality services.

______ ______ Contributes to the development of system standards and procedures. Incorporates knowledge of specific departmental functions and processes with knowledge of university and external agency regulations and practices to serve as a guideline for system development.

______ ______ Reviews internal operations to determine compliance with established policies and procedures. Consults with managers and staff regarding irregular items and recommends action to departmental senior management when a deficiency is detected.

______ ______ Provides reports to management regarding activities and recommends areas of improvement.

______ ______ Researches records and gathers information as background for special projects, enhancement of databases, decisions on requests for policy exception, and providing management reports.
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:**

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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 experience/education as substitute for minimum education

**Minimum Experience:**
- 1 year

**Minimum Field of Expertise:**
- Detailed knowledge of systems for which position is accountable. Knowledge of various software applications as necessary for data collection and report writing.

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

**Preferred Experience:**
- 3 years

**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
- Consulting
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Problem identification and resolution
- Teaching/training
Skilled in:
  Technical documentation
  Technical training and instructional design

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

Supervises: **Level:**
  - May oversee student and/or temporary workers.
  - Trains employees on specific skills and tasks as required.

Comments:
  - May require periodic weekend or evening work.

**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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