UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Service Engineer I

Job Code: 165911

Grade: TI
OT Eligible: Yes
Comp Approval: 10/3/2008

JOB SUMMARY:
Installs and performs on-site repair and maintenance of computer systems, peripherals and terminals. Works under general supervision.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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Installs, repairs and maintains computer systems and communications terminals including operating system setup, configuration and troubleshooting. Integrates and tests central processors and various peripheral devices.

Provides technical assistance on an occasional basis to other engineers.

Assists in the design of special devices and interfaces. Assembles, integrates, tests or checks out special devices and interfaces.

Monitors the performance of supported hardware and provides recommendations for improvement or change.

Assists in the preparation of technical reports to provide engineering data for long and short range planning.

Stays informed of new developments and technologies.

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:
High school or equivalent
Combined experience/education as substitute for minimum education

Minimum Experience:
2 years

Minimum Field of Expertise:
Computer service.

Preferred Education:
Specialized/technical training

Preferred Experience:
3 years

Skills: Administrative:
Communicate with others to gather information
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.
Organization
Problem identification and resolution

Skilled in:
Change management
Configuration management
Desktop system service and repair
Incident/problem management
Personal communication devices
Troubleshooting

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.

Comments:
Provides 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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