UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Service Engineer II

Job Code: 165915

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

JOB SUMMARY:
Installs and performs on-site repair, upgrade and maintenance of large scale computer systems, peripherals and terminals. Works under minimal supervision. Assists with training other staff and in problem-solving.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

--- --- Installs, upgrades, repairs and maintains large scale computer systems including operating system setup, configuration and troubleshooting. Integrates and tests central processors and various peripheral devices. Calibrates equipment.

--- --- Assists other technical support staff and helps to maintain support and technical documentation.

--- --- Designs special devices and interfaces in consultation with staff engineers and programmers. Assembles, integrates and tests or checks out special devices and interfaces.

--- --- Monitors the performance of supported hardware and provides recommendations for improvement or change. Coordinates implementation of changes.

--- --- Prepares and submits technical reports to provide engineering data for short and long 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:
Specialized/technical training
Combined experience/education as substitute for minimum education
Minimum Experience:

3 years

Minimum Field of Expertise:

Servicing computers and peripheral equipment; software.

Preferred Education:

Bachelor’s degree

Preferred Experience:

4 years

Preferred Field of Expertise:

In depth knowledge of computers, peripheral equipment, and related fields

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
Planning
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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