UNIVERSITY OF SOUTHERN CALIFORNIA
Computer Service Engineer III
Job Code: 165919

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

JOB SUMMARY:
Installs and performs on-site repairs, upgrades and maintenance of large scale computer systems, workstations and peripherals. Works on all activities and under minimal supervision. Leads other engineers.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tr>
<td>______</td>
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<td>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.</td>
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<td>Leads other engineers, student and casual workers. Schedules and assigns work and monitors performance. Provides written performance evaluations.</td>
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<td>Provides technical assistance and training to other engineers. Contributes to the development of technical training materials.</td>
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<td>Designs special devices and interfaces in consultation with staff engineers and programmers. Assembles, integrates and tests or checks out special devices and interfaces.</td>
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<td>Monitors the performance of supported hardware and provides recommendations for improvement or change. Coordinates implementation of changes.</td>
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<td>Provides leadership, guidance and direction to lower level staff.</td>
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<td>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.</td>
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*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:
5 years

Minimum Field of Expertise:
Directly related experience servicing computer systems and peripherals; diagnostic software.

Preferred Education:
Bachelor's degree

Preferred Experience:
6 years

Preferred Field of Expertise:
In-depth knowledge of computer systems, peripherals and diagnostic tools/software.

Skills: Administrative:
Communicate with others to gather information
Coordinate work of others
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.
Lead/guidance skills
Organization
Planning
Problem identification and resolution
Project management
Scheduling
Teaching/training

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:
Leads one or more employees performing similar work.
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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