UNIVERSITY OF SOUTHERN CALIFORNIA
Computer Service Engineer Consultant
Job Code: 165931

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

**JOB SUMMARY:**
Installs and performs on site repairs, upgrades and maintenance of computer systems, workstations, communications and networking equipment and associated peripherals for university and external clients. Provides consultative services and custom design work. Works independently on all activities. Leads other engineers.

**JOB ACCOUNTABILITIES:**

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<th>E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<td>Installs, upgrades, repairs and maintains computer systems, workstations, communications and networking equipment and associated peripherals for the university and external clients. Integrates and tests central processors and various peripheral devices. Performs timing adjustments to ensure computers are within specifications.</td>
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<td>Provides consultative services to other areas of the university and/or to clients external to the university on evaluating long-term maintenance requirements and design and configurations of computer systems. Develops concepts for engineering design changes and identifies shortcomings to correct equipment and system malfunctions.</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>Writes software for special devices and interfaces as part of providing custom configurations to clients.</td>
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<td>Prepares and submits technical reports on hardware equipment for purposes of short and long-range planning.</td>
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<td>Leads other engineers, student and casual workers. Oversees a small project team working on short-term projects as required. 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 manuals.</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:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

5 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Directly related experience servicing computer systems and peripherals; diagnostic software.

Preferred Education:

Bachelor's degree

Preferred Experience:

6 years

Skills:  Administrative:

Communicate with others to gather information
Coordinate work of others
Customer service
Gather data
Prioritize different projects
Research information
Understand and apply policies and procedures

Skills:  Other:

Analysis
Assessment/evaluation
Communication -- written and oral skills
Conceptualization and design
Consulting
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.

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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