UNIVERSITY OF SOUTHERN CALIFORNIA

Supervising PC Engineer

Job Code: 167019

Grade: TI
OT Eligible: No
Comp Approval: 9/8/1993

JOB SUMMARY:
Staffs and supervises a PC service unit or center. Coordinates the installation, repair and maintenance of PC’s on-site and/or in a center. Works under minimal supervision and handles complex repairs and service orders.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_____ _____ Hires, trains, assigns, prioritizes and schedules work. Assesses performance and gives feedback. Counsels or disciplines, as needed.

_____ _____ Performs complex installation, repairs and maintenance of computer equipment on-site and/or in a PC service center.

_____ _____ Responds to complex technical questions from users and staff.

_____ _____ Costs and prices PC center services.

_____ _____ Coordinates vendor warranties and exchanges.

_____ _____ Controls stock levels and inventory. Maintains documentation for budgetary as well as operational needs.

_____ _____ Provides technical guidance on a regular basis to less experienced engineers.

_____ _____ Controls or monitors departmental budget and provides input for budget development.

_____ _____ Provides reports or other strategic information to management to facilitate the planning and operations of a PC service center.

__E___ _____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

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 REPSONSE/RECOVERY:

Essential: ☐ No
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

Minimum Experience:
3 Years

Minimum Field of Expertise:
Servicing PC's and printers; software

Preferred Education:
Bachelor’s Degree
Combined experience/education as substitute for minimum education

Preferred Experience:
5 Years

Preferred Field of Expertise:
Knowledge of LAN’s, communications devices, and logic prints and schematics

Supervises: Level:
Supervises employees who do not supervise

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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