UNIVERSITY OF SOUTHERN CALIFORNIA
Learning Environments Technical Support
Specialist/Supervisor
Job Code: 165481

Grade: TI
OT Eligible: Yes
Comp Approval: 8/19/2010

JOB SUMMARY:
Assists in supporting the function and operations of the university’s 24-hour per day, 7-day per week, computing centers and learning spaces. Provides customer service support and specialized technical maintenance diagnostic work. Provides support through shift-based teams. Supervises and mentors assigned student workers.

JOB ACCOUNTABILITIES:

**E/M/NA % TIME**

______  ______ Provides specialized technical maintenance and customer service support for faculty, staff and students. Monitors the performance of supported hardware and software resources. Ensures proper functioning and access to network, software and hardware in all learning environments. Assists with problem resolution and facility management activities, including BlackBoard.

______  ______ Identifies, diagnoses, tests and resolves audio-visual support for learning spaces and/or computer network and server performance problems in a multi-platform environment. Uses MOMS system to monitor, troubleshoot and support faculty and student use of audio-visual equipment in learning spaces. Coordinates technical support and problem resolution. Completes and submits comprehensive end of day shift reports.

______  ______ Performs diagnostic, technical assessment, and administrative work involved in planning, design, and installation of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations.

______  ______ Oversees activities of all assigned student workers. Recruits, screens, hires, trains, schedules and assigns work. Assesses performance and provides feedback. Counsels or disciplines, as needed.

______  ______ Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Assists faculty and students in using multimedia and computer-based resources such as various multimedia control systems and touch panels, LCD projectors, mixers, matrix switchers and amps. Analyzes user needs and evaluates new equipment. Recommends new hardware and software purchases based on thorough technology reviews and research findings.

______  ______ Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Determines the best equipment based on business needs. Conducts hands-on training seminars. May oversee help phone services and on-site customer support operations.
Maintains and troubleshoots computer and audiovisual equipment, devices and systems, such as distribution amplifiers, assisted listening systems, wireless microphone systems, and hardwired implementations. Solves problems and resolves issues related to use of facilities. Collaborates with other personnel to improve virtual support presence, management of and access to computing and multimedia classroom resources.

Maintains inventory of all equipment and tracking of all classroom usage.

Assists with developing documentation for staff and student training, end-user procedures including operational and security procedures. Interprets policies and procedures.

Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

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.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
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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
- Associate’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 1 year

**Minimum Field of Expertise:**
- Experience in computer center operations within a multi-platform environment for networks, operating systems and applications. Working knowledge of networks and collaboration tools. Solid understanding of information technology concepts for voice and data systems, ticket system for problem tracking and/or study in networking and/or computer information systems. Specialized knowledge of and experience with audio-visual equipment.

**Preferred Education:**
Preferred Experience:

2 years

Preferred Field of Expertise:

Current network or server certification.

Skills: Administrative:

- Answer telephones
- Communicate with others to gather information
- Coordinate work of others
- Customer service
- Gather data
- Maintain logs
- Maintain records
- Prioritize different projects
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:

- Analysis
- Assessment/evaluation
- Coaching
- Consulting
- Counseling
- Documentation and technical writing skills
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Scheduling
- Supervisory skills
- Teaching/training

Skilled in:

- Computer room layout, air conditioning, and power distribution
- Desktop system service and repair
- Groupware applications
- Help desk management and flow control
- Incident/problem management
- Network administration
- Network communications technologies
- Network systems/data backup, storage and recovery
- Server applications and hardware
Server security policies and procedures, access management
Technical documentation
Troubleshooting
Web content management systems

Skills: Machine/Equipment:

Audio/Visual equipment
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
Supervises student, temporary and/or resource workers.

Supervises: Nature of Work:
Technical

Comments:
Flexible work schedule a must (Weekends, holidays, nights, split shift, swing shift are part of regular schedule). Three schedules: Day, Swing and Graveyard.

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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