UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Technical Coordinator - ISI

Job Code: 165615

Grade: TJ
OT Eligible: Yes
Comp Approval: 10/1/2008

JOB SUMMARY:

Oversees the day-to-day functioning of the FAST software. Liaises between FAST’s operations and software groups and between the operations group and FAST’s operations manager. Provides customer services for both FAST’s customers and vendors. Promotes FAST’s products and services. Serves as a senior FAST buyer. Acts as the supervisor for FAST’s operators in absence of FAST’s operations manager.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_____ _____ Oversees the daily functioning of the FAST software. Ensures that electronic communications software is functioning properly. Ensures that all E-mail appears in a valid form in FAST’s database. Corrects all errors in the mail parsing software. Runs software to correct syntax errors; modifies information in relevant fields.

_____ _____ Liaises between technical staff and operations staff in regard to translations and suggestions for interface. Makes suggestions to modify environment.

_____ _____ Provides customer services and promotes FAST’s products and services. Negotiates terms and conditions of contracts. Assists customers and vendors in utilizing FAST’s E-mail templates. Trains users to supply correct and sufficient information. Assists users with software problems.

_____ _____ Solicits automated connections with vendors. Informs vendor community about the availability and advantages of utilizing the industry standard for electronic interchange, X12, or commercial electronic mail.

_____ _____ Solicits recommendations for improvement of customer/vendor interface from users. Presents recommendations to management and software development team to facilitate improvements.


_____ _____ Determines ways to improve automation of database system. Investigates outside databases that can be utilized.

_____ _____ Establishes and maintains customer and vendor accounts. Obtains quotes for customers. Interfaces with customers by phone or E-mail in the absence of automation.


_____ _____ Assists management with demonstration of the FAST broker for contracting agencies and potential customers and vendors. Describes FAST broker to potential customers and vendors.

_____ _____ Provides leadership, guidance and direction to lower level staff. Acts as the supervisor for FAST’s operators in absence of FAST’s operations manager.
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.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

**Essential:**

**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:**

3 years

**Minimum Field of Expertise:**

Interactive computing (UNIX operating systems), text editing, document formatting and E-mail. Thorough understanding of Internet communication environment and procedures. Familiarity with DARPA research community.

**Skills: Administrative:**

Communicate with others to gather information
Coordinate work of others
Research information
Understand and apply policies and procedures
Use database and/or word processing software

**Skills: Other:**

Analysis
Assessment/evaluation
Customer service
Knowledge of applicable laws/policies/principles/etc.
Lead/guidance skills
Negotiation
Organization
Planning
Problem identification and resolution
Public speaking/presentations
Statistical analysis
Teaching/training

Skilled in:
Groupware applications
Operating systems
Technical documentation
Technical training and instructional design

Skills: Machine/Equipment:
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:
Leads employees performing similar work on a project basis.

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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