UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Network Services Specialist - ISI

Job Code: 165619

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

JOB SUMMARY:
Provides technical and liaison assistance to users, researchers, engineers and programmers, inside and outside ISI, on technical details of the Internet communication systems. Makes formal presentations about the Internet communication systems.

JOB ACCOUNTABILITIES:

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Manages Request for Comments (RFC) publications; a series of notes published as on-line documents for the Internet community. Assists the RFC Editor by tracking each document through the publication process. Assists in editing and installing documents in the primary computer sites in the Internet, utilizing Telnet and File Transfer applications, and sending an announcement to the entire Internet community via electronic mail.

Maintains the central registry for the Internet of assigned protocol parameters. Answers requests for information about recent assignments of protocol parameters and technical questions about the Internet. Publishes a comprehensive document (as an RFC) for the Internet community annually.

Researches and gathers technical information. Analyzes and evaluates technical issues and matters raised in interactions with individuals outside ISI. Creates original correspondence in response to unusual technical issues involving the Internet communication systems. Develops and revises technical material.

Organizes and directs the User Service Area of the Internet Engineering Task Force (IETF). Serves on the Internet Engineering Steering Group (IESG). Organizes and manages the efforts of several working groups in the development of user service tools and methods such as documents cataloging available information sources or tools. Prepares and participates in meetings of the IESG, IETF and various working groups.

Prepares and makes presentations, speeches and demonstrations about topics such as access to network resources, user services status, protocol parameters, RFC status and how to navigate the Internet. Presentations are made at conferences, seminars, meetings and at ISI.

Provides leadership, guidance and direction to a Project Assistant. Sets priorities and timelines and monitors workload. Develops procedures for the Project Assistant and various special projects.

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: [ ] 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

Minimum Field of Expertise:
- General understanding of the Internet communication environment and procedures.
- Familiarity with the Internet research community. Experience with various computer operating systems including Sun and Unix. Experience with various computer applications (Telnet, File Transfer), mail systems (VMH, mailtool), and document preparation programs (nroff, interleaf, framemaker).

Preferred Education:
- Master's degree

Skills: Administrative:
- Communicate with others to gather information
- Compose letters
- Coordinate work of others
- Create visual displays/presentations
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:
- Analysis
- Assessment/evaluation
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance skills
- Organization
- Planning
- Problem identification and resolution
- Public speaking/presentations
- Scheduling

Skilled in:
- Internet standards and protocols
- Technical documentation

Skills: Machine/Equipment:
Supervises: Level:

Leads employees performing similar work on a project basis.

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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