UNIVERSITY OF SOUTHERN CALIFORNIA

Information Commons Supervisor

Job Code: 165716

Grade: TJ
OT Eligible: No
Comp Approval: 8/28/2008

JOB SUMMARY:
Supervises staff and/or student workers and the overall operation of a 24-hour per day, 7-day per week information commons center. Oversees training and technical support on computer networks, software applications, hardware maintenance, and technical troubleshooting in a highly technical and specialized library environment. Provides computing and reference consultation for library patrons. Participates in the development and implementation of unit operational policies and procedures to support current and future operational objectives. Participates in planning, researching and implementing new library initiatives and projects by providing financial and statistical analysis. Makes recommendations based on results.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Activity</th>
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<tbody>
<tr>
<td>______</td>
<td>______</td>
<td>Supervises staff and/or student workers. Recruits, screens, hires and orients staff. Schedules, assigns, and prioritizes workloads. Monitors and evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.</td>
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<td>Coordinates the activities and schedules of different operational units within an information commons center. Plans, designs, and conducts training and orientation sessions.</td>
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<td>Oversees resolution of technical problems encountered by unit employees, end-users and/or student workers. Monitors function of computers and peripheral equipment. Oversees telephone and on-site support.</td>
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<td>Provides leadership in the use of computing resources for research, teaching, and other scholarly activities. Assists students and faculty in using various print and electronic resources to enhance research and instructional activities. Provides in-person and virtual reference consultation.</td>
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<td>Participates in the development and implementation of unit operational policies, procedures, and other initiatives to support current and future operational objectives. Coordinates the integration of new services and technologies into library service points. Plans, organizes and schedules activities to meet objectives.</td>
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<td>Designs non-routine statistical surveys and prepares technical reports which evaluate the usage and effect of new services at various library service points. Performs data analysis using statistical methods. Analyzes data for trends or conclusions and presents results and recommendations to senior management.</td>
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<td>Monitors, analyzes, and forecasts financial operating budgets to identify problems or trends and evaluates for solutions. Proposes budgetary solutions for non-routine financial problems and issues. Makes recommendations to senior management for appropriate unit changes.</td>
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</table>
Designs and develops and/or maintains the department’s Web site including content, graphical displays and communications. Gathers feedback for Web site improvement and enhancement. Tests, maintains and ensures functionality of links. Monitors Web site for consistency, cross-referencing and compliance with university standards for Web site content and development.

Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments in field and technology changes. 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.

*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:**

2 years

**Minimum Field of Expertise:**

Working knowledge of various applications software programs and operating systems as well as networks, Internet applications. Experience with financial record keeping and auditing. Knowledge of library operations and of usage of computing resources for library research.

**Preferred Education:**

Master's degree

**Preferred Field of Expertise:**

Supervisory responsibility for specialized user services function in a university computing environment. Experience supervising computer consultants or technical support workers.

**Skills:**

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Customer service
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
Research
Scheduling
Staff development
Statistical analysis
Supervisory Skills
Teaching/training

Skills: Machine/Equipment:

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

Skilled in:

Incident/problem management
Network communications technologies
Network systems/data backup, storage and recovery
Server applications and hardware

Supervises: Level:

Supervises employees and/or student workers.

Supervises: Nature of Work:

Professional/Paraprofessional
Technical

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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