

UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Operations Shift Supervisor

Job Code: 165023

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

JOB SUMMARY:

Supervises the activities of computer operations staff of one or more shifts that monitor the performance of network, servers and associated applications. Ensures systems are operational, secure and running efficiently.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- _____ Supervises subordinate staff, hires, trains, assigns, prioritizes and schedules work. Assesses performance and gives feedback. Counsels or disciplines, as needed.
 - _____ Oversees the resolution of problems encountered during shift operation.
 - _____ Ensures system logs are maintained and reports on activities or events, as required.
 - _____ Provides continuity of tasks between shifts. Coordinates exchange of information among other shift supervisors.
 - _____ Assists operators with system backup.
 - _____ Ensures security of hardware and physical work space.
 - _____ Performs all duties and tasks associated with computer operations, as required.
 - _____ 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.
 - 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 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:**

Specialized/technical training
Combined experience/education as substitute for minimum education

Minimum Experience:

3 years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Relevant experience in computer operations including some lead experience

Preferred Education:

Associate's degree

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Scheduling
Staff development
Supervisory Skills
Teaching/training

Skilled in:

Change management
Configuration management
Incident/problem management
Large scale storage administration
Network communications technologies

Network systems/data backup, storage and recovery
 Release management
 Server applications and hardware
 Troubleshooting

Skills: Machine/Equipment:

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

Supervises: Level:

Supervises employees and/or student workers.

Supervises: Nature of Work:

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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