

UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Operations Supervisor, Senior

Job Code: 165027

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

JOB SUMMARY:

Supervises staff, shift supervisors, student workers and operations of a 24-hour per day, 7-day per week computing operations department. Provides technical expertise in hardware, software and physical environment used by systems. Maintains integrity, efficiency and security of various computer systems and networks ensuring systems are operational, secure and running efficiently.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

- | | | |
|-------|-------|---|
| _____ | _____ | Oversees the operations of a 24-hour per day, 7-day per week, computing operations department through subordinate shift supervisors to ensure uninterrupted monitoring and operations of campus-wide networks, systems, hardware and software. |
| _____ | _____ | Monitors shift supervisors' maintenance of system logs, problem resolution, system back-ups and crash dumps, equipment maintenance, facilities security, etc. Provides technical expertise to assist shift supervisors, as needed. |
| _____ | _____ | Directly or indirectly supervises all assigned subordinate staff, usually through supervisors. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required. |
| _____ | _____ | Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work. |
| _____ | _____ | Participates in development and administration of department policies and procedures, as assigned. |
| _____ | _____ | Researches, analyzes and presents information and recommendations to management regarding the configuration and acquisition of hardware, software and telecommunications equipment. Ensures compatibility with existing information systems. |
| _____ | _____ | Designs, implements and evaluates procedures to ensure integrity, efficiency and security of computer systems and/or data media. Maintains staff adherence to procedures. |
| _____ | _____ | Maintains high volume work flow through prioritization, scheduling and utilization of resources. Serves as technical backup during critical processing periods or system degradation. Implements data protection and recovery 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. |

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:

Bachelor's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

5 years

Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Experience in computer center operations in multiple platform environment at supervisory level and in various operating systems, networking systems, and database management programs. Degree in Computer Science or related field.

Preferred Education:

Bachelor'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:

Manages through subordinate supervisors.

Supervises: Nature of Work:

- Administrative
- 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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