

UNIVERSITY OF SOUTHERN CALIFORNIA

Network Operations Supervisor (NOC)

Job Code: 165051

Grade:	TK
OT Eligible:	No
Comp Approval:	9/12/2008

JOB SUMMARY:

Supervises staff activities of the university's 24-hour per day, 7-day per week, centralized computer Network Operations Center (NOC) and/or computer user rooms. Provides specialized technical maintenance and recovery support and services for the campus-wide network. Oversees network problem resolution activities in a multi-platform environment. Ensures network and server access.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

- | | | |
|-------|-------|---|
| _____ | _____ | Oversees and monitors the performance of the computer systems and network through subordinate staff to ensure uninterrupted operations of campus-wide network and/or computer user rooms. Provides specialized technical maintenance and recovery support and services for the campus-wide network. Identifies, diagnoses and resolves complex computer network and server performance problems associated with the systems hardware in a multi-platform environment. Oversees implementation of necessary measures to limit the system's downtime. Notifies and coordinates technical support staff regarding problems and resolutions. Provides and obtains physical entry access to the university-wide network hardware and/or computer user rooms. Creates comprehensive on-line reports for management. |
| _____ | _____ | Directly supervises all assigned subordinate staff. Provides hiring and firing recommendations to management. Provides technical training and recommends growth and development opportunities. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels and disciplines employees, as required. |
| _____ | _____ | Participates in planning and designing unit training and educational materials. Implements the unit training and mentor program. Creates training documentation and assigns training schedules. Conducts hands-on training. |
| _____ | _____ | Oversees supervision and operation of student computer user rooms. Supports the system and networking needs of the computer rooms, multimedia classrooms and auditoriums, as needed. Identifies, diagnoses, tests and resolves technical hardware and software problems. |
| _____ | _____ | Oversees, coordinates and participates in developing unit and departmental projects, procedures and protocol. Creates and assigns tasks for technical documentation, emergency and system response protocols. Collaborates with internal and external departments or units to support development of, spreadsheets, databases, wiki coding, software and application support. Provides documented feedback, updates and status reports as required. Provides timely communication. |
| _____ | _____ | Interacts with network and hardware technicians and software administrators to establish and/or maintain collaborative and supportive relations. Arranges cross-group internal training and documentation. |

- _____ Provides and ensures customer service to the university community. Acts as liaison to the university and/or department in crisis situations.
 - _____ Develops, implements and assigns internal projects. Develops and implements databases and software. Makes recommendations to management such as administrative improvements, technical enhancements, etc.
 - _____ Oversees and monitors computer system recovery, maintenance backups and retrievals. Supports, monitors and triages environmental systems in the data center using specialized monitoring tools in support of the multi area data center facility.
 - _____ 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:

4 years

Minimum Field of Expertise:

Expertise in computer center operations within a multi-platform environment for networks, operating systems and applications. Working knowledge of networks, HTML, and collaboration tools. Solid understanding of information technology concepts for voice and data systems, ticket system for problem tracking and/or study in networking and/or computer information systems.

Preferred Education:

Bachelor's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Current network or server certificate.

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Documentation and technical writing skills
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
Project management
Research
Scheduling
Staff development
Supervisory skills
Teaching/training

Skilled in:

Computer room layout, air conditioning, and power distribution
Incident/problem management
Large scale storage administration
Network communications technologies
Network systems/data backup, storage and recovery
Server applications and hardware
Technical documentation
Web content management systems

Skills: Machine/Equipment:

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

Supervises: Level:

Supervises employees and/or student workers.

Trains employees on specific skills and tasks as required.

Supervises: Nature of Work:

Administrative

Technical

Comments:

Flexible work schedule a must. (Weekends, holidays, nights, split shift, swing shift) are part of the regular schedule. Three schedules: Day, Swing and Graveyard.

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.

The University of Southern California is an Equal Opportunity Employer