

UNIVERSITY OF SOUTHERN CALIFORNIA

Office Technology Specialist

Job Code: 111025

OT Eligible: **Yes**

Comp Approval: **4/26/2007**

JOB SUMMARY:

Provides data management and reporting services using specialized systems and databases for a department or unit. Prepares, analyzes and refines data and/or evaluates for accuracy and consistency. Defines policy and user roles for systems, ensures data integrity and monitors systems security, procedures and performance. Assists with ensuring compliance with government regulations and guidelines and/or ensuring consistency and accuracy in procedures and practices.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Maintains and/or implements specialized unit or departmental database(s), systems and related records. Enters and/or verifies database transactions. Provides technical support and advises users or works with team members on matters pertaining to access, data integrity, data security, policies and procedures, development of system and design of enhancements. |
| _____ | _____ | Generates reports, sets up and/or designs detailed reports, documents and spreadsheets of a technical or specialized nature using software and/or basic programming skills. Monitors formats and output for effectiveness and reliability. |
| _____ | _____ | Gathers and organizes data and/or records for internal or external reporting purposes such as audits and investigations. Contacts appropriate sources for information. Prepares, analyzes and refines data and/or evaluates for accuracy and consistency. Analyzes and evaluates data for purposes of resolving issues or policies and procedures or recommending action for resolution of various matters. |
| _____ | _____ | Assists with ensuring compliance with government regulations and guidelines and/or ensuring consistency and accuracy in procedures and practices. Monitors regulatory changes and informs relevant personnel, as appropriate. Interprets policies and procedures. May advise faculty, staff and/or students regarding specific government regulations and guidelines, as needed. |
| _____ | _____ | Documents and controls access based on department needs of the system. Develops and implements security procedures and policies. Monitors system(s) to ensure user adherence. |
| _____ | _____ | Plans and coordinates with systems vendor(s) to implement system upgrades and system adjustments. Consults with vendor(s) to make changes to software, as needed. |
| _____ | _____ | Prepares and/or completes proposals and/or financial transactions or documentation. Gathers data utilized to develop a budget. Monitors expenses on a regular basis. Analyzes variances and prepares status reports. Provides projections, as needed. |

- _____ _____ Researches records and gathers information for various matters such as background for special projects, enhancement of databases, decisions on requests for policy exceptions, establishing rates, determining costs, resolving various issues for faculty, staff and/or students, providing management reports, etc. Prepares correspondence and/or memorandums to concerned personnel.
 - _____ _____ Interfaces codes to test and approve any internally proposed system upgrades or those made to the software by the vendor, as needed.
 - _____ _____ Trains users or oversees others training users on database application functions and related records and/or programs.
 - _____ _____ Serves as liaison with various campus units and/or external agencies for information exchange, to ensure accuracy and consistency of data and/or to resolve issues.
- 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:

3 years

Minimum Field of Expertise:

- Demonstrated proficiency of technical support and office administrative skills.
- Demonstrated proficiency in Microsoft Office. Strong knowledge of hardware, software and applications to guide technology efforts. Demonstrated interpersonal, critical thinking and communication skills.

Skills: Administrative:

- Assemble and coordinate manuscripts
- Compose letters
- Compute totals
- Develop office procedures
- Gather data
- Input data
- Prioritize different projects

- Research information
- Understand and apply policies and procedures
- Use computer packages to prepare graphics
- Use computerized spreadsheets
- Use database and/or word processing software
- Writes in computer code
- Writes memorandums for own signature

Skills: Other:

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Planning
- Problem identification and resolution
- Scheduling

Skills: Machine/Equipment:

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

Supervises: Level:

May oversee student, temporary and/or casual workers.

Comments:

Comprehensive knowledge of specialized unit or departmental systems and procedures.

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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