

UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Services Consultant I

Job Code: 165407

Grade: TH
 OT Eligible: Yes
 Comp Approval: 9/12/2008

JOB SUMMARY:

Assists in providing support in the use of computer hardware, software and networks to faculty, students and staff.

JOB ACCOUNTABILITIES:

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

- _____ _____ Assists in the ongoing support of computer environments campus-wide, with special efforts geared to the computer user rooms. Provides workstation technical support and basic trouble shooting for network printers and multi--function devices.
 - _____ _____ Assists with end user questions and problems. Works with basic equipment and simple applications.
 - _____ _____ Provides user account management assistance (e.g. creation, password reset and deletion).
 - _____ _____ Assists in manning a telephone hot-line.
 - _____ _____ Assists in training student consultants and/or users.
 - _____ _____ Conducts hands-on training sessions and instructional classes for students, faculty and staff.
 - _____ _____ Assists in the development of user and security procedures.
 - _____ _____ Assists in the maintenance of software and documentation libraries.
 - _____ _____ Stays informed of new developments and technologies.
- 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:

1 year
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Familiarity with one or more operating systems.

Preferred Education:

Bachelor's degree

Preferred Experience:

2 years

Preferred Field of Expertise:

Knowledge of computing environments. Additional knowledge of networks, workstations, wireless communication, security software and procedures.

Skills: Administrative:

Answer telephones
Communicate with others to gather information
Customer service
Research information
Understand and apply policies and procedures

Skills: Other:

Consulting
Organization
Problem identification and resolution
Teaching/training

Skilled in:

Database administration and management
Desktop system service and repair
Groupware applications
Incident/problem management
Network security access, management and testing
Network systems/data backup, storage and recovery
Personal communication devices
Server security policies and procedures, access management
Technical documentation
Troubleshooting

Skills: Machine/Equipment:

Audio/Visual equipment
Computer network (university)
Computer peripheral equipment
Digital cameras
Fax
Personal computer
Photocopier
Scanners

Teleconferencing equipment
Video camera

Supervises: Level:

May oversee student and/or temporary workers.

Comments:

Evening or weekend work may be necessary to meet deadlines or solve specific problems.

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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