

UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Services Consultant II

Job Code: 165411

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

**JOB SUMMARY:**

Provides support, assistance and advice in the use of computer hardware, software and networks to faculty, students and staff.

**JOB ACCOUNTABILITIES:**

**\*E/M/NA   % TIME**

\_\_\_\_\_   \_\_\_\_\_   Performs analytical, technical and administrative work to plan, design and install networked and stand-alone computer systems for computer user rooms, computer classrooms, offices, etc. Provides replacement recommendations and budget estimates as requested. May assist with assigned area's technology asset management.

\_\_\_\_\_   \_\_\_\_\_   Analyzes user needs and evaluates new products; recommends hardware and software purchases. Collaborates with other units to improve access to and maximize use of computing resources.

\_\_\_\_\_   \_\_\_\_\_   Installs and troubleshoots software and hardware. Performs backup and system restore procedures as assigned.

\_\_\_\_\_   \_\_\_\_\_   Provides technical support, assistance and consultation to students, faculty, staff and/or lower level consultants on assigned areas. Answers questions on-site or via telephone. Manages user accounts, provides permissions/email account sharing, and creates/deletes shared server folders. Resolves, escalates or refers technical problems as appropriate.

\_\_\_\_\_   \_\_\_\_\_   Develops documentation, user procedures and security procedures. Contributes to the establishment and maintenance of software and documentation libraries.

\_\_\_\_\_   \_\_\_\_\_   Conducts hands-on training sessions and instructional classes in hardware and software applications for students, faculty and staff.

\_\_\_\_\_   \_\_\_\_\_   Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.

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:**

2 years

**Minimum Field of Expertise:**

Knowledge of computing environments. Experience with networks, workstations, wireless communication, security software and procedures. Working knowledge of associated hardware, software, operating systems, and peripherals.

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

3 years

**Preferred Field of Expertise:**

Experience in computing environments. Specific support experience with networks, workstations, wireless communication, security software and procedures. Experience in installing and maintaining servers and networks.

**Skills: Administrative:**

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

**Skills: Other:**

Analysis  
Assessment/evaluation  
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 prodecures, access management
- Technical documentation
- Troubleshooting

**Skills: Machine/Equipment:**

- Audio/Visual equipment
- Calculator
- Computer network (department or school)
- 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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