



## Computer Consultant Supervisor, Senior Job Description

### JOB INFORMATION

Job Code:	165419
Job Title:	Computer Consultant Supervisor, Senior
FLSA Status:	Exempt
Supervisory:	Manages through subordinate supervisors.
Job Family:	Computer Service/Support
Job Family Group:	Information Technology
Management Level:	6 Supervisor

### JOB SUMMARY

Supervises computer consulting staff through subordinate supervisors to provide user support services, including computer and network support, to faculty and staff.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Master's degree	

#### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Supervisory level experience in computing environments, including operating systems and microcomputer systems.
X		Experience in management of networks, LANs and network software.
	X	Management level experience overseeing full time staff in computing environments.
	X	Prior hardware and software purchasing experience.
	X	Network and LAN management experience.

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 assigned.				
Provides leadership in the use of computing resources for research, teaching and other scholarly activities. Collaborates with faculty to incorporate new software and computing methods.				
Plans university-wide computer and network support activities in support of the university's academic goals. Researches and analyzes industry trends; investigates various computing options. Designs and programs new system-wide software tools and features.				
Plans, develops and administers training plans, programs and procedures for department staff and end users in hardware and software.				
Plans implementation of new software releases; determines impact of changes and methods of facilitating end user adjustment.				
Oversees testing of new software. Interacts with hardware and software vendors to establish or maintain supportive relations. Negotiates pricing and contracts. Supervises the purchase of hardware and software for university-wide coverage.				
Administers assigned divisional budget; tracks expenses and analyzes variances. Provides information for budget development.				
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.				

### Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

### ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR

partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.