



JOB INFORMATION

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| <i>Job Code:</i> | 165019 |
| <i>Job Title:</i> | Computer Operator Iv |
| <i>FLSA Status:</i> | Non-Exempt |
| <i>Supervisory:</i> | Leads one or more employees performing similar work. |
| <i>Job Family:</i> | Computer Operations |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Monitors the performance of network, servers and associated applications to ensure systems are operational, secure and running efficiently. Leads other operators, or serves as a specialist in computer operations solving complex problems and training or guiding other operators.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|--------------------------------|-----------------------|
| X | | Specialized/technical training | |
| | X | Specialized/technical training | |

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|-------------------------|
| X | | 3 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

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|---|
| X | | Relevant experience in computer operations. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Monitors the functions of the computers and peripheral equipment. | | | | |
| Monitors the network and connectivity of computers. | | | | |
| Monitors application software. | | | | |
| Diagnoses and reports problems. | | | | |
| Operates printers, collects output, replaces paper supply and controls output. | | | | |
| Distributes printer output or delivers to distribution center. | | | | |
| Performs machine cleaning. | | | | |
| Performs first echelon maintenance on printers, hard copy devices, magnetic disks and tape drives. | | | | |
| Performs system backup under direction. | | | | |
| Mounts and handles magnetic tapes. | | | | |
| Maintains security procedures relative to hardware. | | | | |
| Maintains detailed operational logbooks for each computer system. | | | | |
| Runs daily and/or nightly processing jobs, as required. | | | | |
| Provides leadership, guidance and direction to other staff. | | | | |
| Trains other staff as needed and provides technical assistance with problem resolution. | | | | |
| May assist shift supervisor with scheduling and prioritizing work. | | | | |
| 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. | | | | |

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: https://policy.usc.edu/mandated-reporters/ |
| <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: https://dps.usc.edu/alerts/clery/ | | | 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.