



## JOB INFORMATION

<i>Job Code:</i>	165411
<i>Job Title:</i>	Computer Services Consultant II
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student and/or temporary workers.
<i>Job Family:</i>	Computer Service/Support
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

## JOB SUMMARY

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

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	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		Knowledge of computing environments.
X		Experience with networks, workstations, wireless communication, security software and procedures.
X		Working knowledge of associated hardware, software, operating systems, and peripherals.
	X	Experience in computing environments.
	X	Specific support experience with networks, workstations, wireless communication, security software and procedures.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Experience in installing and maintaining servers and networks.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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>
<b>Campus Security Authority (CSA)</b>			<b>Essential:</b>
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.