



JOB INFORMATION

Job Code:	166761
Job Title:	Customer Service Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Computer Service/Support
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides frontline technical support to a broad range of customers, partners, and key stakeholders in administrative and academic units. Engages with callers to understand inquiries, issues and service interruptions, and facilitates timely and impactful resolution while delivering customer service excellence. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
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

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 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		Experience with Level-1 support, conducting common troubleshooting activities including password resets, remote installations of supported software, device registrations, twofactor authentication (2FA) setup, and other common activities. Proven ability to assess problems and prioritize accordingly, based on importance, and urgency. Demonstrated experience effectively prioritizing and executing tasks in a fast-paced environment. Experience with ServiceNow or similar IT service management tools. Ability to make

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
		efficient, logical decisions in a rapidly-changing environment. Excellent written and oral communication skills, and reliable technical documentation skills. Excellent customer service and interpersonal skills, with the ability to develop positive working relationships and strong rapport with team members
	X	Bachelor's degree in business administration, communications, computer science, computer information systems, information technology, or relevant field. Customer service expertise. Experience with Office 365, remote support tools, password reset procedures, financial IT services, two-factor authentication, and/or network monitoring tools.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides troubleshooting support to campus customers through service desk inquiries, leveraging in-depth knowledge of university hardware and software applications to facilitate issue resolutions. Communicates positively and effectively with customers, actively listening, asking precise questions to identify pain points, and escalating issues as appropriate.				
Delivers consistent, quality service, adhering to standard operating procedures (SOP) while actively adapting to rapidly changing environments and promoting continuous improvements. Minimizes repeated problems, identifying patterns of service requests and providing inputs in SOP to address common requests. Provides answers to frequently asked questions (FAQs), developing solutions to common customer problems and fulfilling self-service tickets.				
Provides and maintains accurate, thorough documentation, efficiently logging all inquiries and related incidents and actively contributing to the growing ITS knowledge base. Supports the investigation, troubleshooting, and resolution of a range of escalated technology and business process-related incidents, gathering detailed feedback, conducting initial assessments, and providing reports to application and infrastructure teams.				
Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains collaborative relationships with diverse groups of customers and leaders to ensure consistent, reliable service is delivered to a range of stakeholders. Supports the customer service team's vision through the implementation of best practices. Maintains currency on emerging technologies, and works with ITS leaders to develop and manage holistic strategies for delivering service and continuous improvements.				
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.				

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: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
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.