



JOB INFORMATION

<i>Job Code:</i>	165412
<i>Job Title:</i>	Customer Service Consultant
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual 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, staff and students via telephone, email and walk-ins. Oversees student workers, as assigned.

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		Sound knowledge of operating systems, associated hardware, peripherals and software.
X		Experience with networks, workstations, wireless communication, security software and procedures.
X		Knowledge of wireless network connectivity and security procedures.
	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
Manages user accounts, provides permissions/email account sharing, and created/deletes shared server folders. Resolves end user problems.				
Liaises between the customer community and higher levels of support or others within the department.				
Develops internal and external technical documentation. Contributes to the establishment and maintenance of software and documentation libraries.				
Trains and supervises student workers, as assigned. Provides leadership, guidance and direction to students workers. Evaluates performance and counsels student workers, as assigned. May recommend disciplinary action.				
Participates in project meetings with technical departments to consult and produce project deliverables.				
Works with other personnel to ensure product adequately meets all department standards.				
Participates in testing software or new process flow.				
Conducts instructional classes and outreach sessions for university community.				
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: 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.