



## Learning Environments Technical Support Specialist Job Description

### JOB INFORMATION

<i>Job Code:</i>	165481
<i>Job Title:</i>	Learning Environments Technical Support Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Learning Environments - Technical
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Provides specialized technical maintenance and customer service support for faculty, staff and students. Identifies, diagnoses, tests and resolves audio-visual support for learning spaces and/or computer network and server performance problems in a multi-platform environment. Performs diagnostic, technical assessment, and administrative work involved in planning, design, and installation of equipment. Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Maintains and troubleshoots computer and audiovisual equipment, devices and systems, such as distribution amplifiers, assisted listening systems, wireless microphone systems, and hardwired implementations. Maintains inventory of all equipment and tracking of all classroom usage. Assists with developing documentation for staff and student training, end-user procedures including operational and security procedures. Interprets policies and procedures. Networks with professional counterparts inside and outside the university.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Specialized/technical training	
X		Associate's degree	
	X	Bachelor's degree	

#### Additional Education

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

X 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		1 year	
	X	2 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		Experience in computer center operations within a multi-platform environment for networks, operating systems and applications.
X		Working knowledge of networks and collaboration tools.
X		Solid understanding of information technology concepts for voice and data systems, and ticket system for problem tracking and/or study in networking and/or computer information systems.
X		Specialized knowledge of and experience with audio-visual equipment.

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Provides specialized technical maintenance and customer service support for faculty, staff and students. Monitors the performance of supported hardware and software resources. Ensures proper functioning and access to network, software and hardware in all learning environments. Assists with problem resolution and facility management activities.				
Identifies, diagnoses, tests and resolves audio-visual support for learning spaces and/or computer network and server performance problems in a multi-platform environment. Uses MOMS system to monitor, troubleshoot and support faculty and student use of audio-visual equipment in learning spaces. Coordinates technical support and problem resolution. Completes and submits comprehensive end of day shift reports.				
Performs diagnostic, technical assessment, and administrative work involved in planning, design, and installation of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations.				
Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Assists faculty and students in using multimedia and computer-based resources such as various multimedia control systems and touch panels, digital projectors, mixers, matrix switchers and amps. Analyzes user needs and evaluates new equipment. Recommends new hardware and software purchases based on thorough technology reviews and research findings.				
Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Determines the best equipment based on business needs. Conducts hands-on training seminars. May oversee help phone services and on-site customer support operations.				
Maintains and troubleshoots computer and audiovisual equipment, devices and systems, such as distribution amplifiers, assisted listening systems, wireless microphone systems, and hardwired implementations. Solves problems and resolves issues related to use of facilities. Collaborates with other personnel to improve virtual support presence, management of and access to computing and multimedia classroom resources.				
Maintains inventory of all equipment and tracking of all classroom usage.				
Assists with developing documentation for staff and student training, end-user procedures including operational and security procedures. Interprets policies and procedures.				
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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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 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.