USC University of Southern California

Network Administrator
Job Description

JOB INFORMATION

Job Code:	165439
Job Title:	Network Administrator
FLSA Status:	Non-Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Ensures the stability and integrity of voice, data, and wireless network services. Drives daily operations and leads end-user training, where required. Actively identifies opportunities for continuous improvements and innovation. Analyzes and resolves network issues in collaboration with relevant stakeholders. Ensures proper, efficient interoperation of all university network resources.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Engineering	Or
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

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

Req	Pref	Work Experience	Experience Level	
X		4 years		
X		2 years	experience delivering quality, reliable network services within large campus environments, including supporting large-scale network implementations and upgrades.	
	X	8 years		
	X	4 years	experience in telecommunications, IT, higher education and/or other relevant industries.	

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		Must currently hold or be eligible to obtain mandatory security clearances.
X		Working knowledge of installing, supporting and maintaining LAN/WAN and telecommunications systems and VoIP infrastructure.
X		Ability to configure and deploy equipment in accordance with project implementation plans.
X		Foundational knowledge of network technologies (e.g., VLAN, DHCP, fiber optics).
X		Ability to manage and troubleshoot VPN technologies, SDWAN, MPLS, and Point-to-point connectivity.
X		Experience using tools and resources to aid network installation and problem resolution (e.g., OTDR, CableAnalyzer, T-1 testing equipment).
X		Ability to assist with installation and support of numerous campus events/projects.
X		Advanced understanding of varied network hardware platforms, related protocols and software (e.g., OSI layers, 1-2 protocols) critical to operating enterprise networks.
X		Ability to prioritize work and manage time effectively.
X		Excellent written and oral communication skills.
X		Demonstrated ability to communicate technical information to non-technical audiences.
X		Ability to interpret and comply with pertinent policies, procedures, regulations and requirements.
X		Experience with dollies, lifts and other moving equipment.
X		Proven ability to work collaboratively in team environments.
	X	Exemplary communication and interpersonal skills, able to break down dense topics and persuasively and effectively interact with diverse groups of stakeholders.

Licenses

Req	Pref	License(s)
X		Valid California driver's license.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Cisco Certified Network Associate (CCNA), Certified Wireless Network Administrator (CWNA), and/or other relevant certifications.

Other Job Factors

- Must be able to participate in on-call rotation groups during designated support hours.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees and supports installation and upgrades of network infrastructure (e.g., routers, firewalls, switches), identifying and resolving complex technical issues. Collaborates with relevant stakeholders in network-capacity planning. Supports the implementation of technical and network architecture improvements and optimizations, where needed.				
Monitors network performance, troubleshooting issues (e.g., availability, throughput, latency) to maintain operating efficiency and ensure quality transmission service. Analyzes workflows, access, data and security requirements.				
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JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leverages the latest industry best practices to coach technicians and support continuous improvements. Stays current with emerging technology, evaluating new products, reading manuals/specifications and making recommendations to facilitate innovation.				
Develops and maintains network documentation for varied campuses (e.g., diagrams, procedures). Monitors and documents regular/repetitive customer complaints and identifies pain points to reduce issue frequency.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

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.