



USC University of
Southern California

Office Technology Specialist Job Description

JOB INFORMATION

<i>Job Code:</i>	111025
<i>Job Title:</i>	Office Technology Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Clerical Support
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides data management and reporting services using specialized systems and databases for a department or unit. Prepares, analyzes and refines data and/or evaluates for accuracy and consistency. Defines policy and user roles for systems, ensures data integrity and monitors systems security, procedures and performance. Assists with ensuring compliance with government regulations and guidelines and/or ensuring consistency and accuracy in procedures and practices.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
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		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		Demonstrated proficiency of technical support and office administrative skills.
X		Demonstrated proficiency in Microsoft Office.
X		Strong knowledge of hardware, software and applications to guide technology efforts.
X		Demonstrated interpersonal, critical thinking and communication skills.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Maintains and/or implements specialized unit or departmental database(s), systems and related records. Enters and/or verifies database transactions. Provides technical support and advises users or works with team members on matters pertaining to access, data integrity, data security, policies and procedures, development of system and design of enhancements.				
Generates reports, sets up and/or designs detailed reports, documents and spreadsheets of a technical or specialized nature using software and/or basic programming skills. Monitors formats and output for effectiveness and reliability.				
Gathers and organizes data and/or records for internal or external reporting purposes such as audits and investigations. Contacts appropriate sources for information. Prepares, analyzes and refines data and/or evaluates for accuracy and consistency. Analyzes and evaluates data for purposes of resolving issues or policies and procedures or recommending action for resolution of various matters.				
Assists with ensuring compliance with government regulations and guidelines and/or ensuring consistency and accuracy in procedures and practices. Monitors regulatory changes and informs relevant personnel, as appropriate. Interprets policies and procedures. May advise faculty, staff and/or students regarding specific government regulations and guidelines, as needed.				
Documents and controls access based on department needs of the system. Develops and implements security procedures and policies. Monitors system(s) to ensure user adherence.				
Plans and coordinates with systems vendor(s) to implement system upgrades and system adjustments. Consults with vendor(s) to make changes to software, as needed.				
Prepares and/or completes proposals and/or financial transactions or documentation. Gathers data utilized to develop a budget. Monitors expenses on a regular basis. Analyzes variances and prepares status reports. Provides projections, as needed.				
Researches records and gathers information for various matters such as background for special projects, enhancement of databases, decisions on requests for policy exceptions, establishing rates, determining costs, resolving various issues for faculty, staff and/or students, providing management reports, etc. Prepares correspondence and/or memorandums to concerned personnel.				
Interfaces codes to test and approve any internally proposed system upgrades or those made to the software by the vendor, as needed.				
Trains users or oversees others training users on database application functions and related records and/or programs.				
Serves as liaison with various campus units and/or external agencies for information exchange, to ensure accuracy and consistency of data and/or to resolve issues.				

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 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/
<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: 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.