



Senior Computer Consultant Spec Job Description

JOB INFORMATION

<i>Job Code:</i>	165427
<i>Job Title:</i>	Senior Computer Consultant Spec
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.; May oversee student and/or temporary 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 specialized, technical end user support and assistance as well as advice in the use of computer hardware, software and networks to faculty, students and staff. Provides leadership, guidance and direction to related staff and consultants.

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.

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		5 years	
	X	7 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		Lead responsibility for specialized user services function in a computing environment.
X		Experience leading computer consultants or technical support staff.
	X	Senior-level experience over specialized user services function in a multi-system computing environment, leading computer consultants and technical support staff.

Other Job Factors

- Evening or weekend work may be necessary to meet deadlines or solve specific problems.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides leadership in the provision of long-term, expert consulting and growth planning services in specialized computing areas. Researches and investigates various specialized computing options and solutions. Analyzes industry trends. Acts as technical advisor to technology committee(s) to assist in the review and potential implementation of software and hardware.				
Provides leadership and guidance to others who perform similar work. Sets priorities and timelines and monitors the work of others.				
Coordinates specialized software and/or hardware installation, configuration, support and maintenance activities.				
Seeks opportunities to integrate specialized area into scholarly activities, collaborating with faculty on incorporating specialized software and methods.				
Plans, designs and conducts specialized end user training for groups or individuals.				
Tests new specialized software. Selects and recommends purchase of hardware and software for university-wide usage.				
Plans implementation of new, specialized software releases; determines impact of changes and methods of facilitating end user adjustment.				
Interacts with hardware and software vendors as well as outside technical support providers/consultants to establish competitive pricing, warranties, etc. and maintain supportive relations for critical functionality of applicable products.				
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 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.