



Senior Customer Service Analyst (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	166764
<i>Job Title:</i>	Senior Customer Service Analyst (ITS)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Computer Service/Support
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Manages high quality, frontline technical support for a broad range of customers, partners, and key stakeholders in administrative and academic units. Engages with ITS staff and end-user callers from the university to understand inquiries, issues, and service interruptions, and facilitates timely and effective resolutions while delivering customer service excellence. Demonstrates ITS values in action.

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	Business Administration	Or
	X	Bachelor's degree	Communication	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.

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	8 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

Req	Pref	Functional Skills
X		Experience with Level-1 support, conducting common troubleshooting activities.
X		Ability to make efficient, logical decisions in a rapidly-changing environment, even in the absence of complete information.
X		Experience with ServiceNow or similar IT service management tools.
X		Excellent written and oral communication skills, and strong technical documentation skills.
X		Experience developing and delivering training programs, driving adoption and continual improvement of IT support procedures and knowledge.
X		Excellent customer service and interpersonal skills, with the ability to develop positive working relationships and strong rapport with team members.
	X	Experience in higher education and/or customer service.
	X	Experience with Office 365, remote support tools, password reset procedures, financial IT services, two-factor authentication, and/or network monitoring tools.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages troubleshooting support for campus customers through service desk inquiries, leveraging expert knowledge of university hardware, end-user accounts, and software applications to facilitate issue resolutions. Communicates positively and effectively with customers, actively listening, asking precise questions to identify pain points, and escalating issues as appropriate.				
Oversees and ensures delivery of consistent, quality service, conducting reviews of assigned services, and designing service-desk training and standard operating procedures (SOP). Acts as an escalation expert, minimizing repeated problems, reporting patterns of service requests, and collaborating to develop defined service- delivery strategies. Coordinates with Tier-2 teams to answer frequently asked questions (FAQ) and develop solutions to common customer problems. Expediently fulfills self-service tickets, and leads the development of customer self- help capabilities.				
Responsible for maintaining accurate, thorough documentation, efficiently logging all inquiries and related incidents. Drives the investigation, troubleshooting, and resolution of a range of escalated technology and business process-related incidents, gathering detailed feedback, conducting initial assessments, and providing reports to application and infrastructure teams.				
Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains collaborative relationships with diverse groups of customers and leaders to ensure consistent, reliable service is delivered to a range of stakeholders. Supports the customer service team’s vision through the implementation of best practices. Maintains currency on emerging technologies, and works with ITS leaders to develop and manage holistic strategies for delivering service and continuous improvements.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.