



Senior Knowledge Management Analyst (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166754
<i>Job Title:</i>	Senior Knowledge Management 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

Drives knowledge management programs across the organization, and continuously improves the ITS customer service experience. Leads the ITS Level One support team to deliver the highest quality of service to a broad range of campus customers. Develops standard operating procedures and service standards, monitoring all calls and service metrics. 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		Thorough understanding of business processes within IT environments, and demonstrated experience in ITIL service management processes.
X		Extensive experience with Office 365, knowledge management programs, and front-line IT support.
X		Working knowledge of ServiceNow or similar ITSM tools.
X		Demonstrated experience and expertise working in knowledge management, and ability to work with and understand large, complex systems.
X		Thorough understanding of higher education institutions and staff.
X		Strong collaboration, communication, and technical documentation skills, with proven ability to develop positive working relationships and strong rapport with team members.
	X	Experience providing direct support with identity management, financial IT services, two-factor authentication and/or network monitoring tools.
	X	Experience in higher education.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Implements and oversees continuous improvements to ITS knowledge-centered service processes and methodologies, and supervises the release and troubleshooting of services. Designs and monitors processes to support the knowledge process, leveraging innovative and cutting-edge practices to enable best-in-class customer service. Assists with managing the ITS knowledge base library, developing and updating content, and tracking performance metrics to enhance program participation and effectiveness.				
Coordinates with technical teams to develop knowledge base of Level One staff, actively contributing to ITS taxonomy, organizing data and establishing file structures. Improves the ITS customer service experience by supporting self-help improvement initiatives, ensuring information is gathered and stored accessibly. Develops strategies and creates materials to deliver training in knowledge methodologies and standard operating procedures, providing leadership and vision for adoption strategies.				
Builds and maintains collaborative relationships with team members, peers, and ITS leaders. Actively embodies ITS values and behaviors (e.g., accountability, best-in-class customer service). Supports the ITS vision for customer service, working closely with team members and management to implement effective solutions for knowledge management. Supports process improvement within the team and across ITS. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across ITS.				

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)

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/>

Essential:

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.