



## Senior Learning Environments Support Analyst (ITS) Job Description

### JOB INFORMATION

Job Code:	165497
Job Title:	Senior Learning Environments Support Analyst (ITS)
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Learning Environments - Technical
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

### JOB SUMMARY

Drives specialized technical and customer service support for faculty, staff, and students in general use classrooms and computer labs. Designs, installs, and maintains classroom teaching and learning technologies, delivering solutions and customer service to support the university's operational effectiveness.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	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		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 ServiceNow.
X		Extensive experience providing AV technical customer support in an operational environment.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to assess problems based on importance and urgency, prioritizing accordingly.
X		Experience with customer-issue ticketing systems.
X		Excellent collaboration, communication, and technical documentation skills, with experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in customer service, higher education, or related fields.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			AVIXA CTS (Certified Technology Specialist) certification.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Designs, installs, and maintains classroom teaching and learning technologies. Applies regular communication, problem-solving and decision-making techniques to identify and resolve customer issues, and develops and executes recommended procedures for problem prevention. Provides first- and second-level customer guidance to technical and non-technical users to drive continuous improvement.				
Ensures issue resolution procedures are properly documented. Designs, writes, and edits clear and legible technical user documentation. Follows customer response and ticketing standards and ensures all incidents and requests are documented based on established procedures. Documents metrics and outcomes to inform planning and anticipate future business needs.				
Manages end-to-end oversight of internally escalated incidents and requests, and provides in-person training as needed. Supervises full-time staff and part-time student staff, ensuring timely and effective service delivery in all customer locations. Prioritizes requests to ensure issues are addressed in a timely manner, supporting frontline teams delivering best-in-class support by phone and/or email.				
Builds and maintains collaborative relationships with team members, peers, and university leaders. Works closely with team members and management to implement and support effective solutions. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across the university.				
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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	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.