



Senior Network Operations Center (NOC) Analyst (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	165064
<i>Job Title:</i>	Senior Network Operations Center (NOC) Analyst (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Network Operations
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Supports leading-edge, frontline troubleshooting of network alerts, issues, and problems as they arise. Manages vendor work, overseeing paperwork and maintenance, and resolving problems. Ensures efficiency and innovation in network oversight. Implements and manages monitoring tools through the escalation of issues in a timely, effective manner. Demonstrates and cultivates ITS culture, values, and behaviors.

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	Engineering	Or
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	in related field(s)	And
	X	Master'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	8 years	in information technology and network operations	

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		Extensive experience in and firm understanding of networks and network operations, data centers, email, and/or other enterprise-wide technical consolidations.
X		Demonstrated experience managing vendor relationships - contracts, statements of work, maintenance and service agreements - and addressing service delivery issues.
X		Experience with budget planning and management, business case development, project management, and organizational change practices.
X		Experience collaborating with facilities, network, infrastructure, application, and security teams in the role of an NOC analyst.
X		Proven ability to assess problems and prioritize accordingly, based on importance, and urgency, and assist with emergency response.
X		Experience with network monitoring tools (e.g., Solarwinds, Voyance, Aruba Airwave), and network troubleshooting.
X		Ability to triage and escalate to supervisors and/or other teams for resolution.
X		Strong customer service skills.
X		Efficient and effective written and oral communications skills, along with demonstrated customer service skills.
X		Proven ability to lead others, promote teamwork, and develop positive working relationships and strong rapport with team members.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Monitors the execution of network maintenance activities, driving operations in adherence to a broad range of policies and standard operating procedures. Oversees collaboration between ITS and other university departments, ensuring reliable, timely, consistent service and communication is delivered to a broad range of customers.				
Identifies risk and service disruptions, proactively addressing and prioritizing troubleshooting alerts, issues, and problems, and escalating as necessary. Conducts root cause analyses and acquires data from multiple sources to minimize operational impacts. Manages accurate documentation of service delays and outages, ensuring the details of logs, status reports, and ITS tickets and system issues.				
Stays current with emerging and disruptive network engineering technologies and leading-edge practices, working closely with team members and management to implement effective integration solutions. Encourages peer support, mentorship and staff development, and facilitates access to network engineering publications, seminars, and professional organizations.				
Supports the vision for the network operations center, leveraging industry expertise for continuous innovation and improvement efforts aligned with ITS needs and capacities. Aids the cultivation of an inclusive culture and environment, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service) through the implementation of standards and cost-effective, leading solutions.				

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		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.