



JOB INFORMATION

<i>Job Code:</i>	167754
<i>Job Title:</i>	Senior Plant Technician (ITS)
<i>FLSA Status:</i>	Non-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

Drives the delivery and maintenance of network installations (e.g., services, repairs, and upgrades of both inside plant and outside plant communication distribution systems). Responsible for customer relations, cabling repair and installation, documentation, and more. Responds to customer issues and concerns, and provides troubleshooting and remediation of infrastructure voice/data equipment and services. Offers innovative solutions to ensure ITS meets both current and future network service needs for a broad range of key stakeholders in administrative and academic units. 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	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 delivering reliable and quality network service within a higher education environment, supporting large-scale network implementations and upgrades.
X		Demonstrated experience implementing newly designed large-scale network infrastructure.
X		Extensive experience with installation of infrastructure cabling to industry and university standards, working in confined spaces in accordance with all safety protocols.
X		Proven experience with fiber/copper/network testing tools, splicing and testing indoor and outdoor fiber and copper, and troubleshooting copper/fiber cables used in voice/data systems.
X		Exemplary collaboration, communication, and technical documentation skills, with experience reading floor plans and site plans, and developing network flow diagrams.
X		Experience working on data center, network, or other enterprise-wide technical consolidations. Experience in Microsoft office (Word, Excel, Visio) and Adobe programs.
	X	Experience in IT, higher education, or other relevant fields.

Licenses

Req	Pref	License(s)
X		Valid California driver's license

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the maintenance and documentation of all underground utility fiber, copper splices, ducts, and vaults, building intermediate and main distribution frames (IDFs and MDFs) on existing university AutoCAD files. Evaluates existing systems and equipment to determine if they require expansion, modification, or replacement and communicates system needs to relevant university stakeholders.				
Drives the day-to-day availability, performance, and operational integrity of network operations by managing network assets across campus. Supports day-to-day network field service operations, implementations, and upgrades (e.g., DigAlerts, university cable service requests). Installs, tests, and repairs horizontal wiring, risers, and underground fiber-optic and copper cables across university buildings and other facilities.				
Performs system maintenance, working closely with data-, voice-, and infrastructure-engineering teams to minimize service disruptions and facilitate new service installations. Establishes constructive relationships with both internal and external customer bases to enhance process flow and problem resolution. Consistently keeps customers informed of progress through timely written and oral communications. Responds to customer needs and concerns to better identify issues and improve customer experience.				
Maintains currency with emerging technology and best practices, leveraging the latest industry knowledge to support the network engineering team's vision and facilitate continuous field services improvements. Builds and maintains collaborative relationships with team members and ITS leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, customer service). Contributes to a culture of trust and transparency by sharing information broadly, openly, and deliberately.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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.