



JOB INFORMATION

Job Code:	165594
Job Title:	Supervising Network Engineer
FLSA Status:	Exempt
Supervisory:	Supervises employees who do not supervise.
Job Family:	Network Engineering
Job Family Group:	Information Technology
Management Level:	6 Supervisor

JOB SUMMARY

Supervises network engineers and oversees the installation, repair, upgrade and maintenance of in-house voice, data, video and wireless network services. Provides expert technical consultative services to end users for purposes of determining network hardware and software needs. Oversees installation, monitoring, maintenance, support and optimization of all network hardware, software, systems and communication links for university. Identifies, assesses and develops detailed requirements for new and existing campus networks. Analyzes and resolves complex network hardware and software problems.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Specialized/technical training	
X		Related undergraduate study	
	X	Bachelor'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

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 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 knowledge and experience in the area of local and wide area networking, communications, and related hardware and software.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Thorough understanding of information technology concepts for voice and data systems.
X		Demonstrated strong interpersonal, oral and written communication skills.
X		Ability to supervise and motivate subordinates.
X		Current network or server certificate.
X		Excellent analytical abilities.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directly supervises all assigned subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels and disciplines and/or terminates employees as required.				
Consults with end users to determine complex network hardware and software needs. Analyzes users needs. Identifies, assesses and develops requirements for new and existing computer networks. Recommends and designs appropriate network configurations to meet users' business needs and departmental standards. Reviews subordinate network engineers' configurations and makes adjustments, as needed.				
Oversees the installation, monitoring, maintenance, support and optimization of all network hardware, software, systems, and communication links for university. Manages the installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.				
Oversees the monitoring of network performance, implementation of performance tuning, and troubleshoots complex network problems areas as needed. Reviews complex network performance statistics and reports. Makes changes, as needed.				
Coordinates and oversees the implementation and maintenance of bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections.				
Provides expert technical consultation for the design and deployment of local area networks (LANs), wide area networks (WANs) and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware.				
Oversees the creation and maintenance of technical network documentations. Prepares reports for management on network performance and maintainability.				
Develops, implements and maintains policies, procedures, and associated training plans for network administration, usage, and disaster recovery. Develops and conducts training programs for subordinate network engineers to ensure continued progress in maintaining technical proficiency.				
Oversees software and network security.				
Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.				

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.