



**USC** University of  
Southern California

## Systems Liaison Specialist Job Description

### JOB INFORMATION

<i>Job Code:</i>	165819
<i>Job Title:</i>	Systems Liaison Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student and/or temporary workers.
<i>Job Family:</i>	Systems Analysis
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Provides user support, evaluation and training services for automated information systems and/or major system application(s). Monitors system for security, data integrity, quality assurance, and user conformance to established procedures. Provides input for determining system priorities. Works with programming/systems staff to coordinate development, maintenance and enhancement of systems and applications.

### 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	

#### 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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Detailed knowledge of systems for which position is accountable.
X		Knowledge of various software applications as necessary for data collection and report writing.

#### Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Serves as departmental link between users and system technical staff to provide effective user service and to provide system and data control. Monitors system input and output for accuracy and currency of information. Liaises between technical staff and users to resolve problems and coordinate changes and enhancements.				
Maintains and updates system security and user access capabilities. Approves requests for new and/or changed access. Sets up users and maintains appropriate documentation.				
Assesses user training needs and develops and implements programs to train new and continuing staff. Covers areas such as data security, quality and privacy awareness.				
Develops and maintains communications materials such as documentation and procedural manuals, resource or reference guides, newsletters, and bulletins to support system users.				
Evaluates and recommends refinements in department operations to ensure integrity of system data while maximizing productivity and providing high-quality services.				
Contributes to the development of system standards and procedures. Incorporates knowledge of specific departmental functions and processes with knowledge of university and external agency regulations and practices to serve as a guideline for system development.				
Reviews internal operations to determine compliance with established policies and procedures. Consults with managers and staff regarding irregular items and recommends action to departmental senior management when a deficiency is detected.				
Provides reports to management regarding activities and recommends areas of improvement.				
Researches records and gathers information as background for special projects, enhancement of databases, decisions on requests for policy exception, and providing management reports.				
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

<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 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.

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Print Employee Name

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Signature

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Date

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Print Manager Name

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Signature

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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.