



Systems Liaison and Support Supervisor Job Description

JOB INFORMATION

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| <i>Job Code:</i> | 165820 |
| <i>Job Title:</i> | Systems Liaison and Support Supervisor |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | Supervises employees and/or student workers.; Trains employees on specific skills and tasks as required. |
| <i>Job Family:</i> | Systems Analysis |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 6 Supervisor |

JOB SUMMARY

Evaluates and oversees the provision of user support/training services for automated information systems and/or major system applications. Assigns, prioritizes, and schedules workloads. Manages system monitoring for security, data integrity, quality assurance, and user adherence to established procedures.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X | | Bachelor's degree | |
| | 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 | | 3 years | |
| | X | 5 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 | | Extensive knowledge of relevant systems and varied software applications required for data collection and writing reports. |
| X | | Excellent problem solving, analytical, and research skills. |

Knowledge, Skills and Abilities

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|---|
| X | | Ability to gather, organize, and synthesize data, conduct analysis, document progress, and make effective recommendations for complex and sensitive issues. |
| X | | Ability to effectively manage and prioritize multiple items simultaneously. |
| X | | Excellent written and oral communication skills. |
| | X | Proficiency with systems/software development, configuration, security concepts and tools. |
| | X | Extensive knowledge of technical documentation and related processes. |
| | X | Exemplary attention to detail, able to provide consistency across systems. |
| | X | Experience in data visualization and/or information design, creating clear, concise presentations on complex topics. |

Other Job Factors

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|--|---------------|------------------|-----------------|------------|
| Evaluates and oversees the provision of effective user service, system and data control, and the maintenance/updates of system capabilities (e.g., security, user access). Manages system monitoring and support and processes non-routine queries, analyzing data and recommending solutions. May approve requests for new/changed user access. | | | | |
| Performs quality reviews of code and tickets for repeated issues, utilizes tools and resources to define root cause identification and possible solutions. Oversees background research, reports and other code-related tasks (e.g., indexing programs). Stays current with new/emerging technology. Presents recommendations to management for continuous improvements, maintain systems and facilitating innovation. | | | | |
| Ensures staff/teams have efficient oversight and support to facilitate enhanced production and timely deliverables. Develops and oversees implementation of staff training programs (e.g., data security, quality, privacy awareness). Approves system support communication materials (e.g., procedural manuals, resource/reference guides) and manages all documentation. | | | | |
| Provides strategic direction and develop and refine system operations, standards, best practices. Develops staff/team short- and long-term goals, monitoring budgets and resources. Refines department operations. Ensures internal operations comply with established policies and procedures. | | | | |
| Supervises assigned staff performing routine services. Assigns, prioritizes, and schedules workloads. Monitors staff performance using various tools and methods and provides key metrics/reports to management. 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

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|-------------------|------------------------------------|-------------------|--------------------------|
| <i>Essential:</i> | <i>Emergency Response/Recovery</i> | <i>Essential:</i> | <i>Mandated Reporter</i> |
|-------------------|------------------------------------|-------------------|--------------------------|

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.