



USC University of
Southern California

UC Engineer (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166801
<i>Job Title:</i>	UC Engineer (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Telecommunications
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Provides engineering and technical support for unified communications infrastructure and services, ensuring systems are operating at peak efficiency with little or no downtime. Assists in designing, configuring, troubleshooting, and maintaining university telephony equipment across multiple platforms. Provides technical and training assistance to other ITS teams, as necessary, ensuring that industry best practices are applied with regard to the use of technology, procedures, and methodology. 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		Or
	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		2 years		
	X	4 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		Direct, hands-on experience with network transport, design, planning, and implementation.
X		Knowledge of voice applications and unified communications (UC) service networks, including network applications (e.g., Unified Communications Manager, voice switches, media gateways, routers, load balancers, firewalls).
X		Experience with PBX, voicemail, call center management, and carrier services (e.g., Avaya Communications Manager, Second Nature, Frontier Centrex Manager).
X		Experience supporting large-scale telephony implementations and upgrades, and delivering reliable, quality service within a higher education environment.
X		Knowledge of data networking and IT fundamentals, and experience with service management tools, asset management and billing tools (e.g., ServiceNow, Pinnacle).
X		Knowledge of video conferencing, telepresence, and web conference solutions.
X		Ability to assess problems and prioritize accordingly, based on importance, and urgency.
X		Strong collaboration, communication and technical documentation skills, with experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in IT, higher education, or other relevant fields.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Ensures the unified communications infrastructure operates at peak efficiency, troubleshooting university telephony equipment across multiple platforms. Actively and empathetically listens to and engages with customers, working to understand and identify service problems and root causes. Continually and appropriately designs, configures, delivers and maintains new unified communication services to customers.				
Consults with university departments and stakeholders to determine suitability and capability of communications devices, in compliance with standard operating procedures (SOP) and all relevant policies and regulations. Works with vendors and external stakeholders to find and implement relevant, effective technologies and applications. Manages communications with stakeholders, technical staff, leadership and vendors (e.g., bug reports, contract negotiations, oral presentations), as required.				
Creates and maintains documentation, collaborating with team members to establish project plans, schedules, and priorities, and contribute to ITS' knowledge base. Participates in the development, implementation, and maintenance of SOP and relevant training for unified communications administration, operation, and disaster recovery.				
Leverages telephony expertise to support the unified communications team's vision, analyzing data and recommending and developing improvements by maintaining currency with emerging technologies and industry trends. Builds and maintains network of professionals, attending relevant events (e.g., organization meetings, conferences, trainings, trade shows) as appropriate.				
Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains collaborative relationships with diverse groups of customers and leaders to ensure consistent, reliable service is delivered to a range of stakeholders. Works with ITS leaders to develop and manage holistic strategies for delivering service.				

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		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.

Other Requirements

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