USC University of Southern California

Endpoint Engineer (ITS)
Job Description

JOB INFORMATION

Job Code:	166861
Job Title:	Endpoint Engineer (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Collaborates with a broad range of customers, partners, and key stakeholders in administrative and academic units. Provides reliable and secure mobile, workstation and computer lab environments for the university community. Focuses on newer technologies involving large-scale workstation management and software virtualization, acting also as a resource for other IT staff. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information Science	Or
	X	Bachelor's degree	in related field(s)	

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

Req	Pref	Work Experience	Experience Level	
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		Extensive experience with back-end engineering tools used to deploy to lab and desktop workstations.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Strong foundational understanding of Microsoft and Apple operating systems (Windows, MacOS, iOS, etc.).
X		Experience servicing tier-3 support tickets from front-line support, faculty, and internal groups.
X		Design, implementation and troubleshooting experience with various workstation provisioning tools.
X		Experience with Microsoft Active Directory software and implementing Virtual Desktop Infrastructures (VDI), Application Streaming, and Cloud VDI and infrastructure solutions.
X		Scripting language experience (Powershell, Windows Batch, VBScript, Unix shell, etc.).
X		Experience with physical mobile devices as well as mobile device management and security, and with anti-virus, firewall and other security tools.
X		Excellent technical documentation, collaboration, and written and oral communication skills, able to present ideas and solutions in non-technical, businessfriendly terms.
X		Experience with desktop engineering concepts including registry editing, command-line utilities and more.
X		Experience monitoring device image quality, deployment, adoption, and performance across the university with the use of automated tools and reports.
X		Exemplary interpersonal skills, developing positive working relationships and strong rapport with a diverse community of team members and stakeholders.
X		Excellent organizational skills, with proven ability to set priorities and manage multiple projects at once, based on importance, urgency, and alignment to the university's strategic objectives.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
	X	Experience in IT, higher education, or other relevant fields

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Works with key stakeholders and partners to deliver workstation provisioning and support services. Develops and deploys innovative endpoint solutions and protection strategies, (e.g., application whitelisting) in collaboration with ITS security.				
Develops and maintains customer experience tutorials and training resources, and troubleshoots escalated issues. Understands and utilizes best practices for problem solving and sound decision-making. Analyzes complex, diverse and/or conflicting data to identify root causes and create solutions.				
Facilitates innovation and continuous improvement, leveraging the latest industry knowledge and taking initiative to experiment with new ideas. Maintains currency with new and emerging device management technologies and skills, knowledge and abilities in endpoint technologies, and makes recommendations on adoption.				
Supports the collaboration technologies team's vision and process improvement efforts within. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in class customer 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 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

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)		Essential:
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.