



JOB INFORMATION

Job Code:	166961
Job Title:	Field Services Coordinator (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Technical Project Management
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides network service management for a broad range of customers, partners, and key stakeholders in administrative and academic units. Drives all aspects of ticketing, customer service and account maintenance, including daily reporting. Coordinates and deploys network engineers, staff and technicians. 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	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

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		Experience with help desk or ticketing applications, specifically to assist with case research, case updates and case resolution.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to write reports, business correspondences, and procedure manuals, and experience reviewing work results with customers and validating case updates.
X		Exemplary and creative organizational and problem-solving skills, proactively ensuring tasks and operations are accomplished smoothly, and effectively managing a variety of fast-paced tasks.
X		Ability to write reports, business correspondences, and procedure manuals, and experience reviewing work results with customers and validating case updates.
X		Experience aiding field service and inventory areas, working with in-field and field service technical staff, supporting inventory count cycles, shipping and receiving, equipment delivery, and support.
X		Ability to successfully handle a high volume of phone conversations and maintain professional relationships with management, company vendors, clients and customers.
X		Ability to complete operational requirements by scheduling and assigning employees.
X		Experience with in-house billing systems to ensure billing and accounting for inventory is accurately recorded.
X		Experience presenting information effectively and responding to questions from a variety of stakeholders.
X		Demonstrated attributes as a team player willing to assist other members in other duties.
	X	Experience in help desk management or similar fields.

Licenses

<i>Req</i>	<i>Pref</i>	<i>License(s)</i>
X		Valid California driver's license.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages a queue of field ticket requests (e.g., categorization, deployment of appropriate resources), tracks jobs, and ensures completion to customer expectations. Builds and maintains strong customer relationships by proactively reaching out to validate that their requests and concerns were handled efficiently. Performs any required follow up work, and responds to last minute issues, changes, or emergencies.				
Facilitates continuous workflow improvements, seeking out industry standard tools and resources, and establishing best practices through the entire technical-support process (e.g., expediting calls). Reviews cases for repeated issues, utilizes tools and resources to define root cause identification and possible solutions, and writes reports, business correspondences, and procedure manuals that streamline workflows as planned and prioritized.				
Evaluates risk and impact of service emergencies to make appropriate decisions for case resolutions, even in the absence of complete information. Aligns priority activities with customer requests and expectations, and expedites efficient case escalations when needed. Monitors network staff productivity and performance using various tools and reporting methods, and provides key performance indicator (KPI) data and trend reports to ITS leadership.				
Supports the network engineering team's vision through change management, process improvement, and transition efforts for field services. Maintains currency with technology, standards, and best practices. 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, peers, and leaders, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects

Other Requirements

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

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.