



Inventory Control Technician (ITS)

Job Description

JOB INFORMATION

Job Code:	167747
Job Title:	Inventory Control Technician (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Maintains an inventory of specialized IT equipment. Analyzes department needs, makes recommendations for inventory improvement, and coordinates the acquisition of specialized equipment. Responsible for managing and monitoring significant inventory assets, organized and stored in multiple locations. Coordinates deliveries, facilitates returned merchandise authorizations (RMAs), and performs invoice validation. Responsible for maintaining asset logs and performing quarterly inventory count cycles. Ensures the delivery of best-in-class service to the university by meeting all stakeholder inventory needs. 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	of experience in IT and inventory management.	

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		Demonstrated experience providing direction to team members and peers, ensuring effective and efficient adoption of inventory control systems, processes, and procedures.
X		Ability to identify, investigate and resolve inventory variances.
X		Experience monitoring and supporting inventory transactions with in-house systems to provide guidance regarding inventory issues.
X		Demonstrated ability to effectively prioritize and organize work to meet needs of daily operations, as well as long-term objectives, and effectively escalate findings to leadership when appropriate.
X		Experience forecasting using spreadsheets, calculations, and graphing tools, and performing quarterly inventory count cycles to meet records and accounting requirements, document discrepancies.
X		Ability to regularly lift a minimum of 50 pounds and stock products on shelves in an expedited and effective manner, following all operating and safety procedures.
X		Experience maintaining a neat, clean, and safe environment, with working knowledge of common safety practices including using proper form while lifting objects, operating a lifting device such as a dolly, lift, or pallet jack, and more.
X		Excellent oral and written communication skills, able to build and maintain professional relationships with all suppliers, associated vendors and peers across the organization.

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>
Builds and delivers inventory control solutions focused on accuracy, accountability, and communication, meeting the expectations of both internal and external customers and stakeholders. Provides accurate accounting of inventory records, supplies and reporting. Effectively communicate solutions and presents decision-making rationale with ITS leadership, stakeholders, and vendors. Provides timely and accurate reporting of inventory, shipments, and orders, and anticipates and adjusts contingency plans to avoid inventory shortages maintain service delivery.				
Orders, receives, and stages operational supplies with IT staff to support the voice, data, and wireless network for the university. Regularly communicates with stakeholders (e.g., network engineers, field services) to accurately conduct capacity planning and prioritization of inventory shipping, receiving, and order processing. Creates periodic automatic replenishment (PAR) levels of inventory to prepare for future projects and emergencies, and ensure ITS' can meet daily operational demands.				
Analyzes business and industry trends, and identifies opportunities to ensure the university is receiving the most competitive pricing and the highest quality products. Monitors inventory accuracy, documents regular/repetitive problems, and proactively identifies pain points so as to reduce issue frequency. Facilitates innovation and continuous improvements for inventory control processes, leveraging the latest industry technology, standards, and best practices.				
Supports the network engineering team's vision through change management, process improvement, and transition efforts for field services. 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 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: 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.