



JOB INFORMATION

Job Code:	133031
Job Title:	Los Nettos Operations Analyst
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Program Management
Job Family Group:	Administration
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides support in procurement, administration, finance, and project management for Los Nettos network and other ITS external network services. Organizes and manages events (e.g., board of directors meetings, training sessions, vendor presentations). Manages accounts receivable and payable for Los Nettos customers and vendors. Facilitates project planning, budgeting, asset management, and customer and vendor relations, in collaboration with team members. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Associate's degree	
	X	Bachelor'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

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 Los Nettos or similar network/colocation services.
X		Proven experience in financial analysis, budgeting, forecasting, and/or reporting.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to create effective quarterly board reports highlighting upcoming decisions, the progress of various projects, and the financial well-being of the organization.
X		Experience conducting billing, payment tracking, invoicing, payment collections and processing, managing accounts payable, or other similar financial activities.
X		Ability to understand and work with large, complex systems, and document workflows and processes.
X		Experience with a variety of procurement activities (e.g. soliciting quotes, tracking vendor expenses, generating purchase orders, finalizing invoices).
X		Proven ability to adhere to a broad range of compliance requirements.
X		Experience with accounting software.
X		Clear customer service orientation, excellent written and oral communication skills, and exemplary attention to detail.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in IT, finance, procurement, administration, program management, or related fields.
	X	Demonstrated experience reviewing legal contracts for vendor and customer agreements.
	X	Experience with QuickBooks or similar accounting software.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Facilitates effective budget administration, monitoring program revenue and expenses, and conducting periodic customer invoicing and billing activities. Processes payment collections and monthly service expenses. Ensures orders are fulfilled, new equipment processed, and confirms that all vendors receive timely payment. Provides detailed analysis of Los Nettos' financial well-being (e.g., quarterly board reports) supporting strategies and growth and innovation in programs, projects, and services.				
Maintains awareness of project statuses (e.g., alignment to budget, scope, schedule), documenting major risks and/or issues for the board of directors. Facilitates procurement of goods and services, reviews vendor proposals, solicits quotes, and creates purchase orders. Responsible for maintaining accurate records, entering all customer and vendor data into shared databases, and collaborating across ITS if legal contracting is required.				
Works collaboratively to build strong customer relationships, advocating for customers' needs and challenges. Maintains currency with emerging technology and best practices, leveraging the latest industry knowledge to support the Los Nettos vision and facilitate continuous improvements. Sets priorities and develops project solutions that enable deployment of new technologies. Contributes to a culture of trust and transparency, sharing information broadly and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, 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.