



### JOB INFORMATION

<i>Job Code:</i>	165440
<i>Job Title:</i>	Network Operations Supervisor
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Network Operations
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	6 Supervisor

### JOB SUMMARY

Drives all aspects of ticketing, customer service and account maintenance, including daily reporting. Supervises a team performing routine services on site, preparing service estimations and delegating work assignments. Manages customer inquiries while coordinating with relevant stakeholders to resolve issues

### 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	Business Administration	Or
	X	Bachelor's degree	Engineering	Or
	X	Bachelor's degree	Computer Science	
	X	Bachelor's degree	Computer Information Systems	
	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
	X	6 years		

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

X Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Valid California driver's license.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive experience in network operations and service desk environments, including some in leadership/management roles.
X		Experience with ticketing applications for case research, updates, and resolutions.
X		Excellent written and oral communication skills.
X		Experience writing business correspondence and procedure manuals.
X		Exemplary creative, organizational and problem-solving skills.
X		Experience supporting field/off-site staff with varied administrative work (e.g., inventories, shipping/receiving, technology).
X		Ability to handle heavy call volumes, prioritize work and manage relationships with numerous stakeholders.
X		Experience with budget/financial/database systems.
X		Demonstrated ability to communicate technical information to non-technical audiences.
X		Proven ability to work collaboratively in team environments.
	X	Bachelor's degree in business administration, engineering, computer science, computer information systems, or related fields.
	X	Existing or eligible to obtain security clearances.
	X	Six years' experience in help desk management in telecommunications, IT, higher education and/or other relevant industries. Extensive customer service experience. Demonstrated leadership, interpersonal, organizational, and critical thinking skills.
	X	Advanced judgment, analytical, and decision-making skills.
	X	Demonstrated interpersonal, negotiation and problem-solving skills.
	X	Extensive knowledge and/or understanding of numerous cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).
	X	Fluent in one or more languages in addition to English (e.g., Spanish, Korean, American Sign Language).

## Licenses

Req	Pref	License(s)
X		Valid California Driver's License

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages queues of field ticket requests (e.g., categorization, deployment of appropriate resources). Tracks jobs and ensures completion to customer expectations. Builds and maintains customer relationships by proactively reaching out to validate requests and concerns were handled efficiently. Performs any required follow up work, and responds to last minute issues, changes, or emergencies.				
Assists in developing, implementing, and maintaining policies, procedures, and training plans. Updates communications systems documentation and procedures (e.g., user guides). Supports the implementation of technical and network architecture improvements and optimizations, where needed.				
Supervises a team performing routine services on site. Hires and trains staff, and assigns, prioritizes, and schedules work under the direction of management. Monitors staff productivity and performance using various tools and reporting methods, and provides key metrics and trend reports to management.				
Facilitates continuous workflow improvements and establishes 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. Writes reports, business correspondences, and procedure manuals that streamline workflows as planned and prioritized.				
Leverages the latest industry best practices to support continuous improvements. Stays current with emerging technology, making recommendations to facilitate innovation. Promotes an environment that fosters inclusive relationships and				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.