



USC University of
Southern California

Office Technology Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	111121
<i>Job Title:</i>	Office Technology Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Clerical Support
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Coordinates office technology efforts. Enhances office functions and productivity through use of hardware and software. Trains and provides guidance or assistance to staff and others. Provides specialized data management and reporting services.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Specialized/technical training	
	X	Associate'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Mastery of office administrative and technical support skills.
X		Strong knowledge of hardware, software and applications to guide office technology efforts.
	X	Comprehensive knowledge of unit or departmental systems and procedures or the ability to readily identify unit needs and match them with the appropriate technology.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Coordinates office technology efforts. Oversees acquisition, installation, maintenance and usage of technology, including computers, workstations, LAN's, faxes, word processing systems, copiers, etc. Enhances office functions and productivity through use of hardware and software.				
Trains new and existing staff on use of hardware and software. Creates training materials for use by others. Ensures operating procedures are documented.				
Designs and sets up detailed reports, documents and spreadsheets of a technical or specialized nature using software and basic programming skills. Monitors formats and output for effectiveness and reliability.				
Gathers and organizes data for internal or external reporting purposes. Contacts appropriate sources for information. Conducts surveys, as needed. Prepares, analyzes and refines data. Develops reports, charts and/or graphs to present numerical data and/or text in meaningful formats.				
Maintains unit or departmental database and related records. Enters and/or verifies database transactions. Provides technical support and advises users on matters pertaining to access, data integrity, data security, procedures and design of enhancements. Develops and implements security procedures. Monitors to ensure user adherence.				
Responds to user requests. Researches and analyzes operating requirements and recommends or implements solutions.				
Troubleshoots equipment problems. Makes minor repairs or calls for servicing. Negotiates and/or coordinates maintenance contracts with vendors.				
Maintains hardware and software documentation. Stays informed of updates and enhancements and ensures documentation is current.				
Studies and evaluates vendor products to determine those best suited to unit or departmental needs. Presents information and recommendations to management.				

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.