



USC University of
Southern California

Senior Support Analyst (ITS) Job Description

JOB INFORMATION

<i>Job Code:</i>	166770
<i>Job Title:</i>	Senior Support Analyst (ITS)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Supervises student and/or temporary workers.
<i>Job Family:</i>	Computer Service/Support
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Drives innovative customer service solutions supporting the operational effectiveness of ITS and the university. Maintains ITS service standards, managing the design, development, and deployment of technology customer support throughout the university. Demonstrates ITS values in action.

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	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	Information Science	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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years		
	X	8 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		Experience with customer-issue ticketing systems, providing technical support to customers in an operational environment.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to assess and prioritize problems based on importance and urgency.
X		Strong collaboration, communication and technical documentation skills, with experience presenting ideas and solutions in non-technical, business-friendly terms.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in higher education.
	X	Experience with ServiceNow.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Communicates with customers, applying regular communication, problem-solving and decision-making techniques to identify and resolve customer issues. Oversees all internally escalated incidents, performing root-cause analysis to identify when routing or escalation is needed. Develops and executes recommended procedures for problem prevention, supports frontline teams delivering troubleshooting support via phone and/or email, and prioritizes requests to ensure issues are addressed in a timely manner.				
Follows customer-response and ticketing standards to ensure all incidents and requests are documented in accordance with ITS procedures. Documents metrics and outcomes to anticipate future business needs. Designs, writes, and edits accessible technical user documentation. Provides clear, effective end-user guidance to technical and non-technical users, contributing to the ITS knowledge article library and providing in-person training, as needed. Supervises part-time student staff to ensure effective service delivery in all customer locations.				
Builds and maintains collaborative relationships with team members, peers, and ITS leaders. Actively embodies ITS values and behaviors (e.g., accountability, customer service). Contributes to a culture of trust and transparency by sharing information broadly, openly, and deliberately. Supports the ITS customer service vision, working closely with team members and management to implement effective technological and procedural solutions. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across ITS.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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/
Campus Security Authority (CSA)			Essential:
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.