



Computer Operations Supervisor, Senior Job Description

JOB INFORMATION

<i>Job Code:</i>	165027
<i>Job Title:</i>	Computer Operations Supervisor, Senior
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Computer Operations
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	6 Supervisor

JOB SUMMARY

Supervises staff, shift supervisors, student workers and operations of a 24-hour per day, 7-day per week computing operations department. Provides technical expertise in hardware, software and physical environment used by systems. Maintains integrity, efficiency and security of various computer systems and networks ensuring systems are operational, secure and running efficiently.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	Computer Science
	X	Bachelor's degree	Computer Science

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	

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 in computer center operations in multiple platform environment at supervisory level and in various operating systems, networking systems, and database management programs.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Oversees the operations of a 24-hour per day, 7-day per week, computing operations department through subordinate shift supervisors to ensure uninterrupted monitoring and operations of campus-wide networks, systems, hardware and software.				
Monitors shift supervisors' maintenance of system logs, problem resolution, system back-ups and crash dumps, equipment maintenance, facilities security, etc. Provides technical expertise to assist shift supervisors, as needed.				
Directly or indirectly supervises all assigned subordinate staff, usually through supervisors. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required.				
Schedules, assigns and prioritizes workloads. Sets appropriate deadlines. Monitors employee performance on day-to-day basis. Ensures timely completion of unit's work.				
Participates in development and administration of department policies and procedures, as assigned.				
Researches, analyzes and presents information and recommendations to management regarding the configuration and acquisition of hardware, software and telecommunications equipment. Ensures compatibility with existing information systems.				
Designs, implements and evaluates procedures to ensure integrity, efficiency and security of computer systems and/or data media. Maintains staff adherence to procedures.				
Maintains high volume work flow through prioritization, scheduling and utilization of resources. Serves as technical backup during critical processing periods or system degradation. Implements data protection and recovery procedures.				
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.				

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.