



Learning Environments Technical Support Supervisor Job Description

JOB INFORMATION

Job Code:	165485
Job Title:	Learning Environments Technical Support Supervisor
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Learning Environments - Technical
Job Family Group:	Information Technology
Management Level:	6 Supervisor

JOB SUMMARY

Supervises and mentors staff and student workers and supports the function and operations of the university's 24-hour per day, 7-day per week computing centers and learning spaces. Provides customer service support and technical diagnostic expertise. Provides leadership and support through shift-based teams.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Specialized/technical training	
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		Expertise in computer center operations within a multi-platform environment for networks, operating systems and applications.
X		Working knowledge of networks and collaboration tools.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Solid understanding of information technology concepts for voice and data systems, ticket system for problem tracking and/or study in networking and/or computer information systems.
X		Specialized knowledge of and experience with audio-visual equipment.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees daily operations of 24-hour per day, 7-day per week, learning environment department through subordinate shift supervisors to ensure uninterrupted monitoring and operations of campus-wide networks, systems, multi-media equipment, hardware and software, etc.				
Directly supervises all assigned subordinate staff and students. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Coordinates and provides operational leadership for all assigned subordinate staff and students. Mentors and trains staff. Provides coaching, guidance and feedback to assigned staff. Provides input to employee performance management process as appropriate				
Schedules, assigns and prioritizes workloads, sets appropriate deadlines, monitors employee and team performance on a day-to-day basis. Ensures timely completion of unit's work and customer follow-up duties.				
Provides advanced specialized technical maintenance and customer service support for faculty, staff and students. Monitors the performance of supported hardware and software resources. Ensures proper functioning and access to network, software and hardware in all learning environments. Resolves escalated problems and issues.				
Performs advanced troubleshooting and remediation activities for learning spaces and/or computer network and server performance problems in a multi-platform environment. Uses MOMS system to monitor, troubleshoot and support faculty and student use of audio-visual equipment in learning spaces. Coordinates technical support and problem resolution.				
Ensures documentation of all customer issues and requests in the ticket system. Ensures documentation and reuse of technical knowledge and procedures. Oversees smooth shift transitions for an effective 24 x 7 operational environment.				
Provides consultative services for faculty, staff and students on the use of multimedia hardware and software. Assists faculty and students in using multimedia and computer-based resources such as various multimedia control systems and touch panels, digital projectors, mixers, matrix switchers and amps. Analyzes user needs and evaluates new equipment. Recommends new hardware and software purchases based on thorough technology reviews and research findings.				
Coordinates the introduction and installation of new multimedia and related computer resources and answers questions regarding their proper use. Determines the best equipment based on business needs. Conducts hands-on training seminars. May oversee help phone services and on-site customer support operations.				
Participates in development and administration of department policies and procedures, as assigned.				
Gathers facts and figures to develop a budget. Provides projections as needed.				
Oversees maintenance of equipment inventory and tracking of classroom usage.				
Develops documentation for student and staff training, end-user procedures including operational and security procedures. Interprets policies and procedures.				
Maintains currency in new developments and technologies; recommends and implements as appropriate for university-wide usage.				
Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.				
Serves on appropriate internal and external committees, and task forces as required.				

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.