



## Senior Technical Support Escalation Specialist Job Description

### JOB INFORMATION

Job Code:	165495
Job Title:	Senior Technical Support Escalation Specialist
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	Technical Support - Escalation
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

### JOB SUMMARY

Provides second and third level specialized technical maintenance and customer service support for faculty, staff and students. Performs advanced technical diagnosis and repair of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations. Develops and implements structural and design changes in the distance learning environment. Utilizes lab setups to re-create customer's issues. Reports defects on existing software and hardware and recommends upgrades or new purchases, as required. Manages the customer escalation process working with management and technical support specialist teams through an organized ticketing system. Serves as a Subject Matter Expert (SME) for both internal teams and customers. Maintains accurate and current knowledge in the field of specialty, through research, networking, and attendance at conferences and seminars, as applicable.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
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		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

Req	Pref	Functional Skills
X		Thorough understanding of network protocols and distance learning software and hardware.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		In-depth technical knowledge of hardware based router and switches. In-depth technical knowledge in Ethernet switching, IP forwarding, Class of service and services, firewall and access control, as well as routing and switching protocols.
X		Strong understanding of network design, implementation and troubleshooting.
X		Analytical problem solving skills to debug and isolate complex problems.
X		Hands-on experience with customer deployment and troubleshooting of L2/L3 networking products.
	X	Experience in writing technical documentation.
	X	Experience in using network testing equipment.
	X	Excellent communication skills.
	X	Ability to convey difficult technical information to end users and staff members.
	X	Self starter, proactive and must be able to handle multiple tasks.

## Other Job Factors

- Evening or weekend work may be necessary to meet deadlines.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides second- and third-level specialized technical maintenance and customer service support for faculty, staff and students. Troubleshoots significant problems with supported hardware and software resources. Ensures proper functioning of system-wide learning environments. Resolves design and architecture problems and issues.				
Performs board-level technical diagnosis and repair of equipment such as networked and standalone multimedia equipment, cameras, computers and audio-visual wall boxes and related hardware and software configurations in office and classroom locations. Resolves complex technical issues applying analytical problem solving skills blended with strong software and hardware knowledge in the routing and switching as well as server virtualization and DC orchestration.				
Develops and implements structural and design changes in the distance learning environment. Ensures that equipment and technologies are compatible and operate at optimum efficiency.				
Utilizes lab setups to re-create customer's issues. Analyzes processes and protocols to determine causes of escalated issues, if applicable. Resolves issues in a timely manner, or informs senior management of steps necessary to resolve issues. Recommends strategies that correct design flaws or problems created by the incorporation of emerging technologies.				
Reports defects on existing software and hardware and recommends upgrades or new purchases, as required. Engages in appropriate thorough research to make informed recommendations that incorporate industry trends and best practices.				
Manages the customer escalation process working with management and technical support specialist teams through an organized ticketing system. Ensures a continuous flow of information throughout the process, to both end users and support personnel. Ensures that support tickets are addressed, resolved and closed in a timely manner.				
Serves as a subject matter expert (SME) for both internal teams and customers. Provides training and knowledge transfer to customers and internal teams on products and technologies, as requested. Creates and conducts training programs, as necessary. Writes knowledge articles based on customer issues and related solutions and disseminates to appropriate sources, as necessary.				
Maintains accurate and current knowledge in the field of specialty, through research, networking, and attendance at conferences and seminars, as applicable. Maintains membership in appropriate professional organizations and groups.				

**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.