



Learning Environments Support Analyst (ITS) Job Description

JOB INFORMATION

Job Code:	165496
Job Title:	Learning Environments Support Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Learning Environments - Technical
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides specialized technical and customer service support for faculty, staff, and students in general use classrooms and computer labs at both the University Park (UPC) and Health Sciences (HSC) campuses. Identifies, diagnoses, tests and resolves issues with audiovisual technologies. Provides consultative services on the use of multimedia hardware and software. Contributes to innovative solutions and customer service that supports the university's operational effectiveness. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	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

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		Experience with ServiceNow.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience providing AV technical support in an operational environment.
X		Ability to assess problems and manage shifting priorities.
X		Experience with customer-issue ticketing systems.
X		Excellent collaboration, communication, and technical documentation skills with experience presenting ideas and solutions in non-technical, business-friendly terms. Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in IT, customer service, higher education, or related fields.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			AVIXA Certified Technology Specialist (CTS)

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages classroom and computer lab technologies and learning spaces, responding promptly, in person and by phone or email, when issues arise. Follows customer response and ticketing standards, ensuring all incidents and support requests are documented according to ITS procedures. Designs, writes, and edits technical user documentation, and documents metrics and outcomes to inform planning and anticipate future business needs.				
Maintains and troubleshoots computer and AV equipment, devices, and systems (e.g., distribution amplifiers, assisted listening systems), performing root cause analysis to discern when escalation or routing other teams is needed. Provides clear first- and second-level guidance to technical and non-technical users, identifying opportunities to improve service delivery processes and procedures. Maintains inventory of all equipment, deploying and maintaining specific configurations and application sets on desktop computers and loaner laptops in ITS-managed spaces.				
Develops and executes recommended procedures for problem prevention. Provides consistent and best-in-class customer experiences, identifying needs, resolving issues, and sharing timely information with customers and team members. Supervises part-time student staff to ensure timely and effective service delivery in all customer locations. Builds and maintains collaborative relationships with team members 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 vision for AVIT and learning environments, leveraging the latest industry knowledge to facilitate continuous improvements, support deployment of new technologies, and develop training opportunities.				

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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		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.