



USC University of
Southern California

Collaboration Engineer (ITS)

Job Description

JOB INFORMATION

| | |
|--------------------------|------------------------------|
| <i>Job Code:</i> | 166851 |
| <i>Job Title:</i> | Collaboration Engineer (ITS) |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | |
| <i>Job Family:</i> | Systems Engineering |
| <i>Job Family Group:</i> | Information Technology |
| <i>Management Level:</i> | 7 Individual Contributor |

JOB SUMMARY

Integrates and supports a broad range of collaboration tools to optimize customer and stakeholder productivity. Works with campus customers, partners, and key stakeholders in administrative and academic units. Provides best-in-class services, identifies and implements new tools, and modernizes existing tools to enhance productivity and the customer experience at 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 | | 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 | | Demonstrated experience designing, implementing, and troubleshooting various collaboration software applications, including Office 365, Google Suite, Confluence, JIRA, Dropbox, Qualtrics, and/or other similar tools. |
| X | | Experience with Active Directory, LDAP, DNS, email routing, and/or other similar system tools. |
| X | | Demonstrated ability to create and maintain technical documentation, and use automation tools (PowerShell, Unix shell, APIs, etc.). |
| X | | Excellent written and oral communication skills, able to translate large quantities of complex input into actionable outcomes, and present ideas and solutions in non-technical, business-friendly terms. |
| X | | Exemplary interpersonal skills, developing positive working relationships and strong rapport with a diverse community of team members and stakeholders. |
| X | | Ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements. solid organizational skills, able to set priorities and manage multiple projects simultaneously. |
| | X | Experience in IT, higher education, or related fields. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|---|--------|-----------|----------|-----|
| Integrates and supports a broad range of collaboration tools and services to optimize customer and stakeholder productivity. Openly shares experience and subject-matter expertise with co-workers through written and oral presentations. Provide timely communications to stakeholders, technical staff, and management as required. | | | | |
| Evaluates the efficiency and effectiveness of current collaboration tools. Proactively experiments with and analyzes new and/or updated products to enhance processes. Gathers input and feedback regarding proposed changes. | | | | |
| Leverages the latest industry knowledge and best practices to facilitate innovation and continuous improvement. Analyzes complex, diverse, and/or conflicting datasets to identify root causes. Develops effective troubleshooting and problem-solving protocols. Creates and maintains knowledge base articles, tutorials, and training resources. | | | | |
| Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). | | | | |
| Collaborates with team members and management, implementing effective solutions to support Collaboration Technologies' vision. Maintains currency with existing, developing, and disruptive collaboration technologies, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization. | | | | |

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/ |

| | |
|--|-------------------|
| <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.