

UNIVERSITY OF SOUTHERN CALIFORNIA

Customer Service Analyst (ITS)

Job Code: 166761

OT Eligible: Yes

Comp Approval: 10/28/2019

JOB SUMMARY:

Provides frontline technical support to a broad range of customers, partners, and key stakeholders in administrative and academic units. Engages with callers to understand inquiries, issues and service interruptions, and facilitates timely and impactful resolution while delivering customer service excellence. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____ Provides troubleshooting support to campus customers through service desk inquiries, leveraging in-depth knowledge of university hardware and software applications to facilitate issue resolutions. Communicates positively and effectively with customers, actively listening, asking precise questions to identify pain points, and escalating issues as appropriate.

_____ Delivers consistent, quality service, adhering to standard operating procedures (SOP) while actively adapting to rapidly changing environments and promoting continuous improvements. Minimizes repeated problems, identifying patterns of service requests and providing inputs in SOP to address common requests. Provides answers to frequently asked questions (FAQs), developing solutions to common customer problems and fulfilling self-service tickets.

_____ Provides and maintains accurate, thorough documentation, efficiently logging all inquiries and related incidents and actively contributing to the growing ITS knowledge base. Supports the investigation, troubleshooting, and resolution of a range of escalated technology and business process-related incidents, gathering detailed feedback, conducting initial assessments, and providing reports to application and infrastructure teams.

_____ Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains collaborative relationships with diverse groups of customers and leaders to ensure consistent, reliable service is delivered to a range of stakeholders. Supports the customer service team's vision through the implementation of best practices. Maintains currency on emerging technologies, and works with ITS leaders to develop and manage holistic strategies for delivering service and continuous improvements.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Experience with Level-1 support, conducting common troubleshooting activities including password resets, remote installations of supported software, device registrations, two-factor authentication (2FA) setup, and other common activities. Proven ability to assess problems and prioritize accordingly, based on importance, and urgency. Demonstrated experience effectively prioritizing and executing tasks in a fast-paced environment. Experience with ServiceNow or similar IT service management tools. Ability to make efficient, logical decisions in a rapidly-changing environment. Excellent written and oral communication skills, and reliable technical documentation skills. Excellent customer service and interpersonal skills, with the ability to develop positive working relationships and strong rapport with team members

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in business administration, communications, computer science, computer information systems, information technology, or relevant field. Customer service expertise. Experience with Office 365, remote support tools, password reset procedures, financial IT services, two-factor authentication, and/or network monitoring tools.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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