

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

## **Computer Lab Technician Library Regular Full-Time Position Position Number 347010**

The Computer Lab Technician works under the supervision of the Coordinator of Library Technology Resources. The Computer Lab Technician is responsible for the day-to-day management and maintenance of the network, servers, staff workstations and computer lab PCs, printers, and operations in the library. The position occasionally requires varying work schedules including working evenings and weekends.

### **Primary Duties and Responsibilities**

- Repair and maintain computer equipment including microcomputers, printers, terminals and other peripherals.
- Repair other electronic equipment as identified to be cost effective.
- Manage and maintain server applications and services.
- Manage and maintain file and print services.
- Check and test equipment on maintenance contract, identifying need for maintenance and communicating with vendor.
- Install and relocate computer equipment including associated peripherals and interconnecting systems.
- Provide hardware and software support for all library systems.
- Assist users in learning the operation of computer equipment and applications.
- Assist users with the relocation of computer equipment.
- Maintain warranty and repair records for computer equipment.
- Participate in technology-related planning and decision-making for the library.
- Perform other job-related duties as assigned.

### **Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to manage and maintain high availability, 24x7 computer network consisting of servers, workstations and printers in a TCP/IP environment.
- Ability to install, configure, maintain and repair computer equipment including associated peripherals.
- Ability to effectively install, configure, test and maintain Microsoft Windows server and PC operating systems and applications.
- Ability to effectively use and apply computer systems principles, computer electronics principles and digital and telephonic communications principles.
- Ability to read diagrams, schematics and technical manuals for repair diagnostic information.
- Ability to think clearly in designing and implementing troubleshooting techniques.
- Ability to adhere to established policies and procedures.
- Ability to work independently and as a member of a team.
- Ability to supervise student employees.

### **Essential Functions continued**

- Ability to professionally present instruction in a classroom environment.
- Ability to lift up to 30 pounds.
- Ability to retrieve and transport computer equipment.

### **Required Minimum Qualifications**

- High school graduate or equivalent.
- Two years experience supporting and troubleshooting computer equipment (PCs, printers, other peripherals) and a local area network in a high-use, high-availability environment.
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Associate's degree or higher with concentration in Information Technology, Computer Science or related field.
- Experience working with Dell computers, Microsoft Windows PC, server operating systems and applications and Symantec Ghost.
- Comp TIAA+ certification and Microsoft certification highly preferred.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**