

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 Technician (Evening Shift) Library

**Regular Full-Time Position
Position Number 348010**

General Description

The Library Computer Technician – Evenings works under the general guidance and supervision of the Library Technology Resources Coordinator. The Technician is primarily responsible for installing and maintaining PCs, printers, other electronic equipment and related software for the library. The typical work week for this position is Sunday through Thursday, 1:30 p.m. through 10:00 p.m.

Primary Duties and Responsibilities

- Install, repair and maintain computer equipment, including PCs, printers and other peripherals.
- Repair other electronic equipment as identified to be cost effective.
- Check and test equipment on maintenance contract, identifying need for maintenance and communicating with vendor for product support and/or problem resolution.
- Relocate computer equipment, including associated peripherals and interconnecting systems, as necessary.
- Provide hardware and software support for all library systems as assigned.
- Assist with managing InfoCommons and instruction room PCs, print release stations and printers.
- Assist users in learning the operation of computer equipment and software.
- Maintain warranty and repair records for computer equipment.
- Supervise student employees as assigned.
- Conduct and complete special projects as necessary.
- Provide backup assistance for other unit personnel as necessary.
- Serve on University and Library committees as required.
- Perform other job-related duties as assigned.

Essential Functions and Abilities

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately, both orally and in writing.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to install, configure, maintain and repair computer equipment, including associated peripherals.
- Ability to install, configure, test and maintain Windows PC operating systems and applications.
- Ability to effectively use and apply computer systems principles and computer electronics principles,
- Ability to read diagrams, schematics and technical manuals for repair diagnostic information.
- Ability to perform troubleshooting and problem solving tasks..
- Ability to prioritize and manage multiple tasks simultaneously.
- Ability to provide effective customer oriented service.
- Ability to work independently and as a member of a team.
- Ability to adhere to established policies and procedures.
- Ability to maintain confidentiality of records and information.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to be detail oriented, with ability to sustain attention to detail.
- Ability to supervise student employees.
- Ability to lift up to 30 lbs. and retrieve and transport computer equipment.
- Ability to handle multiple tasks simultaneously.
- Ability to prioritize multiple workflows.

Required Minimum Qualifications

- High school graduate or equivalent.

- Two years of experience supporting and troubleshooting computer equipment (PCs, printers and other peripherals) and PC software applications.
- 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.
- A+ Certification.
- Experience working with equipment currently installed at the University including Dell, Apple and Microsoft Windows 2000, XP and Linux operating systems.
- **IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**

