

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.

**Functional Support Specialist
University Advancement
Regular Full-Time Position
Position Number 431300**

General Description

The Functional Support Specialist reports to the Executive Director of University Advancement and is the main liaison between University Advancement and Information Technology. The incumbent works on interfaces for University Advancement and Banner processes, serves as the primary contact for Banner student issues and prepares most internal and external reports from University Advancement.

Primary Duties and Responsibilities

- Identify jobs/processes that could be automated and work collaboratively with IT on their automation through appropriate software and workflows.
- Test system upgrades, document all aspects of upgrades and document changes to business processes and procedures.
- Monitor and maintain integrity and confidentiality of data.
- Act as liaison between University Advancement and Information Technology on technical issues.
- Establish and maintain rules, validation tables and other operating parameters in Banner Advancement.
- Assist departmental staff with writing reports as well as the preparation of scheduled and ad-hoc reports as required.
- Develop reports, workflow, Appworx chains and e-print definitions as necessary; review reports developed by other users and offer technical guidance and support.
- Coordinate and assist in training program for University Advancement to include Banner access for performing queries, how best to utilize information from Banner modules and interpreting reports.
- 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 remain current in TBR policies, university advancement practices, state regulations and technology.
- Knowledge of TBR and APSU reporting guidelines.
- Knowledge of SQL and HTML.
- Knowledge of relational databases.
- Ability to accurately write, modify, test, and document report requests.
- Ability to manage projects skillfully.
- Ability to read and utilize technical manuals.
- 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 conduct training in a clear and concise manner that enables the trainee to perform job-related tasks.
- Ability to understand and use web-based application software.

Essential Functions Continued

- Ability to collaborate effectively with technical and non-technical staff to derive solutions to technology issues.
- Ability to initiate objectives with minimal supervision.
- Ability to establish priorities and meet objectives.
- Ability to exercise good judgment in evaluating situations and making decisions.

Required Minimum Qualifications

- Bachelor's degree in computer information systems, computer technology or related field or Bachelor's degree with five years of job-related experience and coursework in computer technology.
- Advanced knowledge of web-based relational application software systems.
- Advanced knowledge of the use of spreadsheets, database software, query (SQL) and report-writing tools.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Master's degree in computer information systems, computer technology or related field.
- Previous job-related experience using SQL.
- Familiarity with SungardHE Banner Advancement software or other web-based relational application software system.
- Familiarity with report-writer software.
- Work experience in a higher education environment.

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