

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.

**Help Desk Manager
Information Technology
Regular Full-Time Position
Position Number 065500**

General Description

The Help Desk Manager oversees operation of Help Desk and Field Service operations for the University. The Help Desk provides a first point of contact to the University for computing and networking problems and questions. Help Desk staff assists University students, faculty and staff with computing and networking problems and work with other technical groups within Computer Services to resolve more complex problems. The Help Desk Manager may also offer workshops and online training, develop documentation (hard copy and Web-based) and issue computer accounts as well as prepare and distribute informational and promotional materials. The Help Desk serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Field Service responsibilities include repair and support of computer equipment and relocation of computer equipment.

Primary Duties and Responsibilities

- Manage the Help Desk operation for Austin Peay State University.
- Provide phone and in-person support to users in the areas of e-mail, standard desktop applications, custom developed software applications and access to campus resources.
- Supervise the daily operation of the Help Desk.
- Perform customer support surveys.
- Lead special projects and evaluate new additions to Help Desk technologies; work with peers in other Information Technology areas and others across campus to provide effective customer support.
- Supervise operation of student use lab(s) under control of Information Technology.
- Supervise the repair and replacement of personal computer and peripherals.
- Supervise the installation/relocation of computers and peripherals.
- Maintain accurate inventory of computer equipment and software.
- Maintain warranty and repair records for computer equipment.
- Order spare parts, tools and test equipment.
- Supervise computer and electronic technicians.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) as well as SungardHE Banner.
- Ability to efficiently troubleshoot and repair modern computer equipment.
- Ability to install personal computers and assist users in the operation of computer equipment and software.
- Ability to effectively teach both groups and individuals.
- Ability to think clearly, creatively and logically.
- Ability to grasp new concepts quickly.
- Ability to independently seek solutions utilizing technical manuals and other resources effectively.
- Ability to complete difficult assignments.
- Ability to adapt to flexible work hours and carry a pager.
- Ability to work independently and as part of a team.
- Ability to communicate effectively and appropriately.

Essential Functions continued

- 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 maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Knowledge of PC operating systems, e.g., DOS, Windows.
- Knowledge of networking practices.

Required Minimum Qualifications

- Bachelor's degree in Technology Training, Computer Science, Information Systems, or related field.
- Three years of previous experience in a user support environment.
- Experience with information systems development, networks and other related activities.
- Knowledge of PC operating systems, e.g., DOS, Windows.
- Knowledge of networking practices.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Managerial experience with strong technical background.
- Teaching experience.
- Knowledge of administrative application software installed at the University (SCT systems).
- Knowledge of University computer hardware.

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