

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.

**Macintosh Computer Laboratory Technician
Information Technology
Regular Full-Time Position
Position Number 608000**

General Description

The Computer Laboratory Technician functions under the general guidance and supervision of the Help Desk Manager. The incumbent is responsible for providing hardware and software support for all Macintosh users in a university environment.

Primary Duties and Responsibilities

- Provide support for and consultation with Macintosh users for software and hardware needs, to include student labs and Macintosh servers.
- Troubleshoot hardware and software problems experienced by Macintosh users, including the set up of printers.
- Help resolve Macintosh network issues in a Windows NT environment.
- Serve as a communication link among the various Macintosh user groups on campus.
- Install, repair and maintain Macintosh computers as needed.
- Maintain warranty and repair records for Macintosh computer equipment.
- Conduct training sessions for Macintosh users of varying expertise.
- 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 install, maintain and repair Macintosh computers and peripherals.
- Ability to train faculty, staff and students.
- Ability to use and understand Macintosh software used in educational settings in departments such as Art, Music and Education, as well as such packages as MS Office.
- Ability to keep abreast of emerging applications and technologies.
- Ability to use and understand Macintosh network interfaces (such as Appleshare), Macintosh servers and security software.
- Ability to work alone to troubleshoot and repair hardware and software problems.
- Ability to follow established policies and procedures.
- 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 maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.

Required Minimum Qualifications

- High school graduate or equivalent.
- Two years experience troubleshooting Macintosh computer equipment.
- Knowledge of Macintosh operating system and software.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Progress toward the completion of a Bachelor's degree in computer science, engineering technology, or a related field and
- Macintosh certification.
- Previous experience in higher education.

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