

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 Operations Specialist (Hardware)
Office of Information Technology
Regular Full-Time Position
Position Number 354000

General Description

This position is under the general guidance and supervision of the Help Desk Manager and is responsible for installing campus standard computer equipment for APSU and assisting users in utilizing personal computer hardware. The specialist provides support including formal training for campus standard computer hardware.

Primary Duties and Responsibilities

- Install and upgrade campus standard computers.
- Provide Help Desk phone support.
- Provide support for selected computer hardware.
- Assist Help Desk Manager in supervising student employees
- 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 effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to use and understand Intel based personal computers running 2000, XP and above.
- Ability to use and understand computer hardware installed at the University.
- Ability to become knowledgeable of Macintosh personal computers running OS 9 and above.
- Ability to install, test and maintain Windows based software.
- Ability to effectively assist users with software and hardware problems.
- Ability to professionally present instruction in a classroom environment.
- Ability to teach office automation applications to non-users.
- Ability to work independently.
- Ability to think clearly, creatively and logically.
- Ability to grasp new concepts quickly.
- Ability to effectively utilize technical manuals.

Required Minimum Qualifications

- High School graduate or equivalent.
- Two years of experience with personal computers running Windows based software and MS Office.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Associates degree in Computer Science, MIS or related field.

IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS