

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
Office of the Registrar
Regular Full-Time Position
Position Number 439700**

General Description

The Functional Support Specialist reports to the Registrar and is the main liaison between the Office of the Registrar and Information Technology. The incumbent works on interfaces for the Office of the Registrar, Banner processes and serves as the primary contact for Banner student issues and prepares most internal and external reports from the Office of the Registrar. This position also provides support to the Associate Provost of Enrollment Management and Academic Support Services, President's Office, Academic Affairs, all academic departments, Distance Education and Enrollment Management offices.

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.
- Coordinate all testing for Office of the Registrar regarding upgrades and new processes such as workflows.
- Monitor and maintain integrity and confidentiality of data.
- Act as liaison between the Office of the Registrar and Information Technology on technical issues.
- Establish and maintain rules, validation tables and other operating parameters in Banner Student as related to the Office of the Registrar.
- Assist Enrollment Management, Academic Support and 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 the Office of the Registrar to include Banner access for performing queries, how best to utilize information from Banner modules and interpreting reports.
- Responsible for initiating and monitoring access to BANNER and Argos; reviews and revises quarterly Banner access report as needed.
- Responsible for Argos training.
- Responsible for 14th Day THEC edits and reporting.
- Responsible for End-of-Term reporting to THEC.
- 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, Office of the Registrar 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.

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 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.
- 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 and credit history 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 Student 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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