

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.

**Systems Support Specialist  
Information Technology  
Regular Full-Time Position  
Position Number 368010  
Skill level 7**

**General Description**

The Systems Support Specialist functions under the general guidance and supervision of the Network & Server Services Administrator.

**Primary Duties and Responsibilities**

- Install and maintain email accounts.
- Create new Banner security accounts and maintain existing Banner security accounts.
- Create and maintain ARGOS accounts.
- Change email and Banner passwords.
- Assist users in solving Banner, ARGOS, and email related problems.
- Track employees leaving the University through the clearance system.
- Help maintain University computer network.
- Manage and observe Windows servers and associated indicators for error conditions, server stoppage, or faulty output.
- Monitor apbrlm1, apbrsd1 and apbrcv1 servers to make sure jobs are processing correctly.
- Create and manage printers and fileshares on print servers and file servers.
- Assist team in installing and moving servers.
- Select and load input and output units with materials such as tapes.
- Wipe hard drives and tapes.
- Copy files to DVD's.
- Scan Banner and ARGOS account forms to a fileshare.
- Process Banner reports.
- Assist Network Specialist, Systems Manager, Unix Manager, and ERP Systems Administrator as needed.
- 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.

### **Essential Functions continued**

- Ability to effectively utilize the theory and concept employed in processing data by computer.
- Ability to effectively utilize the principles and practices of maintaining a magnetic tape library.
- Ability to follow instructions of a moderately complex nature.
- Ability to think clearly in designing, implementing and maintaining information systems.
- Ability to effectively manage computer resources as well as handling operational logistics during equipment failures.
- Ability to adhere to established policies and procedures.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to work independently.
- Ability to think clearly, creatively and logically.
- Ability to process computer commands effectively and efficiently.
- Ability to grasp new concepts quickly.
- Ability to effectively utilize technical manuals.
- Ability to install new computer hardware as needed.
- Ability to make adjustments and repairs to University computer hardware.
- Ability to install, test and maintain appropriate software products required in the University computing environment.
- Ability to work various shifts as workload requires.

### **Required Minimum Qualifications**

- High School graduate or equivalent.
- Previous work related experience.
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Bachelor's degree in a computer related field or progress toward completion of a degree in an appropriate discipline.
- PC and Macintosh experience.
- System management experience.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**