

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 Manager
Information Technology
Regular Full-Time Position
Position Number 697000
Skill Level 9

General Description

The Systems Manager functions under the general guidance and supervision of the Director of Information Technology. The incumbent is responsible for the day-to-day operations and management of the campus e-mail system.

Primary Duties and Responsibilities

- Install, test, maintain and manage e-mail system servers, gateways, e-mail anti virus protection, anti spam protection, storage area network (including hardware, software, licensing, etc.)
- Assist with the evaluation of computer components supporting e-mail applications.
- Evaluate contractual obligations for e-mail components.
- Act as an interface between users and vendors for e-mail problems.
- Provide user support for the e-mail applications including e-mail World Wide Web interface.
- Conduct regular training sessions for e-mail users.
- Install, test, maintain, and manage virtual server infrastructure
- Install, test, maintain, and manage Windows server backups.
- Assist in Windows domain active directory, installation, management and troubleshooting.
- Perform other job-related duties as assigned.

Knowledge Skills and Abilities

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) as well as 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 maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Knowledge of Microsoft Windows 2003 networking, preferably in an academic environment.
- Knowledge of Windows 2000 and 2003 Server software and Microsoft Active Directory.
- Knowledge of the computer hardware installed at the university desired.
- Knowledge of the Microsoft Exchange 2000, Exchange 2003, Exchange 2007, and Microsoft IIS Web Server software,.
- Ability to think clearly in designing, implementing and maintaining information systems.
- Aptitude for managing computer resources as well as handling operational logistics during equipment failures.
- Capability of adhering to established policies and procedures.
- Knowledge of X.400, SMTP, imap4, NNTP, POP3, and TCP/IP protocols.
- Knowledge of Intel based personal computers running Microsoft Windows 95, 98, 2000, XP, and Windows 7 software.
- Knowledge of Apple Macintosh computers and software.
- Knowledge of list server software.

Knowledge Skills and Abilities continued

- Knowledge of Microsoft Outlook 2000, 2002, 2003, and 2007.
- Knowledge of DNS and DNS concepts.
- Knowledge of anti-virus/anti-spam strategies for Microsoft Exchange.
- Ability to install new computer hardware and software as needed.
- Ability to make adjustments and repairs to University computer hardware.
- Ability to install, test and maintain Intel based personal computers.
- Ability to install, test and maintain appropriate software products required in the University computing environment including Microsoft Exchange, Symantec Mail Security for SMTP, CommVault and VMware.
- Ability to professionally present instruction in a classroom environment.

Required Minimum Qualifications

- Bachelor's degree in computer science, mathematics, information systems or related field is required. Experience with Windows 95, Windows 98, and Windows XP.
- One year of experience with Windows 2000 Server, and/or Windows 2003 Server.
- Experience with Microsoft Exchange 2000 and/or 2003 e-mail software.
- A background check will be required for the successful applicant.

Additional Preferred Qualifications

- Microsoft MCP (Microsoft Certified Professional) certification.
- Experience with Microsoft IIS Web Server software.
- Knowledge of RAID hardware configurations, SAN (Storage Area Network) configurations, and backup strategies for Microsoft Exchange using Veritas Backup Exec software.

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