

**INDIANA UNIVERSITY SOUTHEAST  
JOB SPECIFICATION**

JOB TITLE: Bookstore Technical Support Assistant

DATE: 04/02

JOB PURPOSE: Under general direction, provides support to Bookstore's computer systems. Oversee shipping/receiving operations and cashier/sales floor functions.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

1. Complete day to day running of the IBM AS400 and the POS controller.
2. Create and change user profiles. Maintain security.
3. Track jobs and printouts on the systems.
4. Configure terminals, printers, communication lines and modems.
5. Design and maintain the database for the control of soft goods.
6. Oversee work activities of personnel on the sales floor and in shipping and receiving.
7. Assume responsibility for the bookstore in the manager's absence.
8. Oversee store operations.
9. Assist in annual inventory.

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The intent of this job specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this specification.

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## MINIMUM REQUIREMENTS

Education: High School diploma or GED.

Experience: One year experience setting up and maintaining computer hardware and software.

Knowledge, Skills, Abilities and Worker Characteristics:

Technical training or advanced experience in computer science.

Strong analytical and problem solving skills.

Leadership qualities.

Familiar with standard office equipment and procedures.

Cash register experience.

Flexible hours – evening and/or weekend hours.

Communication skills.

Customer service skills.

Ability to work with wide range of people.

Proven orientation toward quality service.

Ability to lift 50 – 70 pounds.

Average mobility.

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