

# Application Administrator I

## Position Details

Class Code: 1506

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 54 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general supervision, administers client/server and web-based application systems, and installs data center computer systems, software, and peripheral devices. Liaisons with application owners and Clark County School District (CCSD) technical staff.

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## Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Installs, configures, supports, and administers client/server and web-based applications.
2. Works with vendors, District process/application owners, and other technical staff to support applications running in client/server and web-based environments.
3. Installs and manages physical/virtual computer systems; monitors hardware and software, including hypervisors.
4. Analyzes application, hardware, and component issues, including operating system troubleshooting, general networking diagnostics, communication peripherals, and system interfaces.
5. Administers and monitors system security configurations/procedures to ensure only authorized access.

6. Deploys and supports departmental computers using disk imaging and mass-deployment tools/technologies.
  7. Maintains system/data integrity and protection with backup technologies, including archiving, disk imaging, and file system backup.
  8. Maintains records and written documentation of systems installations, desktop software inventory, modifications, security, and related procedures.
  9. Prepares/maintains flowcharts, system diagrams, documentation, procedures, etc., to illustrate and communicate system/application landscapes.
  10. Develops system validation test plans when changes are made to ensure applications work as intended and meet customer needs.
  11. Follows change control procedures.
  12. Keeps pace with technology trends; adapts to functional and customer demands for system/process changes.
  13. Provides expertise/recommendations for application support and future technology-related projects.
  14. Interfaces effectively/professionally with management, customers, and vendors.
  15. Conforms to safety standards, as prescribed.
  16. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves aspects of client/server and web-based application administration, including requirements gathering/analysis, installation, system monitoring/repair, independent technical research, hardware/software troubleshooting, debugging and testing, configuration/change control management, and technical documentation.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of client/server and web-based applications architecture, components, technologies, and operating systems.
2. Knowledge of personal computing systems, operations, and capabilities.
3. Knowledge of protocols/technologies including Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Hypertext Transfer Protocol Secure (HTTPS), Secure Sockets Layer (SSL), Simple Mail Transfer Protocol (SMTP), Virtual Private

Networking (VPN), Remote Desktop Protocol (RDP), Microsoft Management Console (MMC), and Virtual Local Area Network (VLAN).

4. Knowledge of mass software deployment strategies.
  5. Knowledge of Personal Computer (PC) imaging technologies.
  6. Knowledge of software tracking/accounting techniques.
  7. Knowledge of hypervisor technologies virtualizing desktops, servers, and applications.
  8. Knowledge of Windows Active Directory (AD), domain administration, and Group Policy techniques.
  9. Knowledge of basic accounting, statistical, business, administrative, school, and office processes.
  10. Ability to methodically analyze processes, systems, and problems to understand issues and determine solutions.
  11. Ability to read and interpret complex manuals/instructions.
  12. Ability to effectively communicate with other technical support professionals.
  13. Strong analytical skills, including ability to maintain concentration and solve problems using logical methods.
  14. Ability to learn technical tools to test and debug systems.
  15. Ability to learn operating principles, characteristics, and technologies of District computer systems.
  16. Ability to prepare clear, concise documentation, procedures, reports, and other written materials.
  17. Ability to exercise independent judgment within established guidelines.
  18. Ability to meet deadlines and work in an environment where priorities change frequently.
  19. Contributes to the unit's service efficiency/effectiveness by offering suggestions and actively directing or participating in team efforts.
  20. Ability to maintain knowledge of current technology and new computer applications.
  21. Ability to coordinate multiple projects and meet predetermined deadlines.
  22. Ability to work flexible hours/shifts; able to be on-call for after-hours support.
  23. Ability to develop and maintain effective working relationships with District staff, vendors, and other agencies.
  24. Ability to recognize/report hazards and apply safe work methods.
  25. Possess physical and mental stamina commensurate with the responsibilities of the position.
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# Position Requirements

## Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Five (5) years' work experience in Information Technology (IT) support, including two (2) years providing operations/support assistance and troubleshooting for enterprise applications and related technologies affecting large user populations; or, Associate degree from an accredited college/university (or two (2) years of college) in an IT-related field such as Management Information Systems (MIS), Computer Science, Information Services, etc., and three (3) years' IT support experience, including one (1) year of enterprise support; or, Bachelor's degree from an accredited college/university in an IT-related field, and one (1) year of IT enterprise support experience.

## Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

## Preferred Qualifications

1. Industry certification(s) in PC, server, or application administration technologies, such as CompTIA, current Microsoft software, VMWare, etc.
2. Experience administering large-scale, enterprise-wide systems/applications (i.e., Student Information System (SIS), Enterprise Resource Planning (ERP) system, special student services management system, etc.)

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## Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Transcript(s) from an accredited college/university, if applicable.
3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.

4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
  5. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

CCSD Technology and Information Systems Services (TISS) Division - travel to/from schools and other District office settings.

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## **Work Environment**

### **Strength**

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

### **Environmental Conditions**

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### **Hazards**

Exposure to electric shock hazards, furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

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## **Examples of Equipment/Supplies Used to Perform Tasks**

District-issued/personal vehicles, computers, printers, modems, telephones, fax machines, copiers, digital multi-meters, data system/communication test equipment, hand/power tools, etc.

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### **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

### **Job Revision Information**

- Revised: 07/27/23
- Created: 07/18/13