Application Administrator I

Position Details

Class Code: 1506
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: 54 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, administers client/server and web-based application systems, installs data center computer systems, software, and peripherals devices in support of districtwide applications. Liaisons with application owners and Clark County School District technical staff.

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 District technical staff in support of applications running on client/server and web-based environments.
3. Provides physical and virtual computer system installation, management, and monitoring of hardware, hypervisor, and application software.
4. Conducts problem analysis of applications, hardware, and related components to include troubleshooting of operating systems, general networking diagnostics, communication peripherals, and system interfaces.
5. Administers and monitors system security configurations and procedures to ensure only authorized access.

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

Distinguishing Characteristics

Involves aspects of client/server and Web-based application administration including, but not limited to: requirements gathering and analysis, installation, systems monitoring and repair, independent technical research, hardware and software troubleshooting, debug and testing, configuration and change control management, and technical documentation.

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 and technologies such as, Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), File Transfer Protocol (FTP), Secure Shell 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 software deployment strategies on a mass scale.
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, 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 in order to understand the issue and find and determine a solution.
11. Ability to read and interpret complex manuals and instructions.
12. Ability to effectively communicate with other technical support professionals within and outside the organization.
13. Strong analytical skills, including the ability to maintain a high level of concentration and the ability to 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 various computer systems utilized by the District.
16. Ability to prepare clear and 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. Ability to contribute to the efficiency and effectiveness of the unit's service to customers by offering suggestions and directing or participating as an active member of a work team.
20. Ability to maintain knowledge of current technology and new computer user applications.
21. Ability to coordinate multiple projects and meet predetermined deadlines.
22. Ability to work flexible hours or shifts and to be on call for after-hours support.
23. Ability to develop and maintain an effective working relationship with District staff, vendors, and other agencies.
24. Ability to recognize and report hazards and apply safe work methods.

25. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.); plus, three (3) years' of work experience in an Information Technology (IT)-related technical support field; and, two (2) additional years' of detailed work experience providing operations and support assistance and troubleshooting for enterprise applications and related technologies affecting large user populations; or,

Associate's degree from an accredited college or university (or two (2) years' of college) with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science, Information Services, etc.; plus, two (2) years' of work experience in an Information Technology (IT)-related technical support field; and, one (1) additional year detailed work experience providing operations and support assistance and troubleshooting for enterprise applications and related technologies affecting large user populations; or,

Bachelor's degree from an accredited college or university with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science, Information Services, etc.; plus, one (1) year of work experience in an Information Technology (IT)-related technical support field with detailed work experience providing operations and support assistance and troubleshooting for enterprise applications and related technologies affecting large user populations.

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 at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications

1. Industry certification in areas of PCs, server, or application administration technologies, such as CompTIA, the latest version of Microsoft, VMWare, etc.
2. Experience administering large-scale, enterprise-wide systems and applications (i.e., Student Information System (SIS), Enterprise Resource Planning (ERP) system, special student services management system, etc.).

Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. 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 Department of Motor Vehicles.
5. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Central Information Systems Department - travel to and from schools and other District office settings.

Work Environment

Strength

Sedentary to medium – exert force 20-50 lbs., occasionally; 10-25 lbs., frequently; or 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 setting 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. 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).

Examples of Equipment/Supplies Used to Perform Tasks

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

AA/EOE Statement

This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information
- Revised: 10/14/21
- Created: 07/18/13