Application Administrator II

Position Details

Class Code: 1507
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 56 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, administers client/server and web-based application systems, and installs datacenter computer systems, software, and peripheral devices. Provides advanced troubleshooting and systems support for application owners and Clark County School District (CCSD) 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. Assists in configuring client/server load-balancing technologies.
3. Works with vendors, District process/application owners, and other technical staff in supporting applications running in client/server and web-based environments.
4. Installs/manages physical and virtual computer systems; monitors hardware/software, including hypervisors.
5. Conducts/leads advanced problem analysis of applications, hardware, and related components, including operating system troubleshooting, general networking diagnostics, communication peripherals, and system interfaces.
6. Administers and monitors system security configurations/procedures to ensure only authorized access.

7. Plans, deploys, and supports departmental computers using disk imaging and mass-deployment tools/technologies.
8. Protects system/data integrity with backup technologies such as archiving, disk imaging, and file system backup.
9. Maintains records and written documentation of system installations, desktop software inventory, modifications, security, and related procedures.
10. Prepares/maintains flowcharts, system diagrams, documentation, procedures, etc., to illustrate and communicate system/application landscapes.
11. Develops system validation test plans when changes are made to ensure applications work as intended and meet customer needs.
12. Follows change control procedures.
13. Advances understanding of technology trends; adapts to functional/customer demands for new or enhanced systems/processes.
14. Provides expertise and recommendations for application support and future technology-related projects.
15. Guides/assists peers and technicians.
16. Leads small project teams in designing and implementing new technologies/systems.
17. Interfaces effectively/professionally with management, customers, and vendors.
18. Conforms to safety standards, as prescribed.
19. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

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

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of client/server and web-based applications architecture, components, technologies, and operating systems.
2. Knowledge of client/server load-balancing technologies.
3. Knowledge/experience in personal computing system operations, capabilities, and support.

4. Knowledge/experience in 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 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).
5. Knowledge and experience in mass software deployment.
6. Knowledge of software tracking/accounting techniques.
7. Knowledge and experience with 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 in order to ascertain issue(s) and determine solution(s).
11. Ability to read and interpret complex manuals/instructions.
12. Ability to effectively communicate with other technical support staff.
13. Ability to deliver technical presentations to District staff and administrators.
14. Strong analytical skills, including ability to maintain concentration and solve problems using logical methods.
15. Ability to use computer imaging technologies.
16. Ability to use technical tools to test and debug systems.
17. Ability to learn operating principles, characteristics, and technologies of District computer systems.
18. Ability to prepare clear, concise documentation, procedures, reports, and other written materials.
19. Ability to exercise independent judgment within established guidelines.
20. Ability to meet deadlines and work in an environment where priorities change frequently.
21. Ability to contribute to the unit's service efficiency/effectiveness by offering suggestions and actively directing or participating in team efforts.
22. Ability to maintain knowledge of current technology and new computer applications.
23. Ability to coordinate multiple projects and meet predetermined deadlines.
24. Ability to work flexible hours/shifts and be on-call for after-hours support.
25. Ability to develop and maintain effective working relationships with District staff, vendors, and other agencies.

26. Ability to recognize/report hazards and apply safe work methods.
27. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Six (6) years' work experience in Information Technology (IT) support, including three (3) years' experience providing operations and support assistance/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 four (4) years' IT support experience, including two (2) years of enterprise support; or,
Bachelor's degree from an accredited college/university in an IT-related field, and two (2) years' 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 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. 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 form the date printed) issued by the DMV.
5. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

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

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 and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions
Varies from climate-controlled office settings to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Constant electrical 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.)

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.

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