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 to 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, CCSD process/application owners, and other technical staff to support applications running in client/server and web-based environments.
4. Installs and manages physical and virtual computer systems; monitors hardware and software, including hypervisors.
5. Conducts and 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 and procedures to ensure only authorized access.

7. Plans, deploys, and supports departmental computers using disk imaging and mass deployment tools and technologies.
8. Protects system and data integrity with backup technologies such as archiving, disk imaging, and file system backups.
9. Maintains records and documentation of system installations, desktop software inventory, modifications, security, and related procedures.
10. Prepares and maintains flowcharts, system diagrams, documentation, and procedures to illustrate and communicate system and application landscapes.
11. Develops system validation test plans to ensure applications function as intended and meet customer needs when changes are made.
12. Follows change control procedures.
13. Stays current on technology trends and adapts to functional and customer demands for new or enhanced systems and processes.
14. Provides expertise and recommendations for application support and future technology-related projects.
15. Guides and assists peers and technicians.
16. Leads small project teams in designing and implementing new technologies and systems.
17. Interfaces effectively and 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 various aspects of client/server and web-based application administration, including requirements gathering and analysis, installation, system monitoring and repair, independent technical research, hardware and software troubleshooting, debugging and testing, configuration and change control management, technical documentation, and providing guidance and assistance to 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 and experience in personal computing system operations, capabilities, and support.
4. Knowledge and experience with protocols and 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).
5. Knowledge and experience in mass software deployment.
6. Knowledge of software tracking and accounting techniques.
7. Knowledge and experience with hypervisor technologies for 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 identify issues and determine solutions.
11. Ability to read and interpret complex manuals and instructions.
12. Ability to effectively communicate with other technical support staff.
13. Ability to deliver technical presentations to CCSD staff and administrators.
14. Strong analytical skills, with the ability to maintain focus and solve problems using logical methods.
15. Ability to use computer imaging technologies.
16. Ability to utilize technical tools to test and debug systems.
17. Ability to learn operating principles, characteristics, and technologies of CCSD 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 effectively in an environment with frequently changing priorities.
21. Ability to contribute to the unit's service efficiency and effectiveness by offering suggestions and actively 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 and shifts, including being on-call for after-hours support.
25. Ability to develop and maintain effective working relationships with CCSD staff, vendors, and other agencies.
26. Ability to recognize and 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 (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 or 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 or 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. 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.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

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 (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 (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or 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. Safe driving record.
6. 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 and from schools and other CCSD office settings.

Work Environment

Strength

Sedentary/medium – exert force of 25-50 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, Video Display Terminal screens, 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

CCSD-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: 09/03/25
- Created: 07/18/13