The Nevada System of Higher Education
Position Announcement
For
Application Administrator I

NSHE invites applications for the position of Application Administrator I. The position is a renewable, full-time, non-tenured, administrative position and reports to the Manager of Client Services. The position will be located at NSHE System Computing Services (SCS) Data Center in Reno, Nevada. The Nevada System of Higher Education, (NSHE), is comprised of eight institutions: two universities, a state college, four community colleges and a research institute. The public system of higher education in Nevada serves over 100,000 students statewide.

Under the direction of the Manager of Client Services, the Application Administrator I is responsible for providing desktop, peripheral and mobile device support to SCS, SA business units, and the Board of Regents. The incumbent will actively support both regular and special Board of Regents meetings at various locations around the state.

The Application Administrator I installs, maintains, and supports appropriate hardware and software; establishes and maintains user accounts, profiles, and settings; documents and improves work flow and processes; provide Service Desk Tier 1 or 2 support as necessary; and serves as a subject matter expert.

MINIMUM STARTING SALARY: $45,528

Salary includes a benefits package comprised of health, dental, vision, life and retirement benefits (subject to mandatory salary reduction and unpaid leave).

APPROXIMATE STARTING DATE: June 1, 2014

MINIMUM QUALIFICATIONS: The successful candidate must have an earned Bachelor’s degree from an accredited college or university. Alternatively, four years of experience working in a relevant technology or application software support position may be accepted. A combination of education and experience may also be accepted.

The candidate must have at least one year of experience in desktop support.

The candidate must also have CompTIA A+ certification or the ability to demonstrate comparable aptitude for hardware and software troubleshooting.

KNOWLEDGE, SKILLS, AND ABILITIES: Successful candidates must have the following minimum skills and abilities. Applicants must indicate level of exposure or experience and address each of the following in their letter of application when applying for this position.

- Intermediate to advanced knowledge of PC and laptop hardware, printers and peripheral equipment
- Intermediate to advanced knowledge of browsers and mainstream business applications from vendors like Adobe, Microsoft and Google
- Intermediate to advanced knowledge of mobile devices for business use
- Intermediate to advanced testing, implementation, and troubleshooting skills
- Basic to intermediate knowledge of web technologies, web applications, and/or website design
- Basic knowledge of networks and networking
- Basic knowledge of servers and server architectures
- Basic understanding of security incident response
- Good written and verbal communication skills
- Good team-working skills
- Customer-centric attitude

RESPONSIBILITIES: The duties of this position may include, but not be limited to, the following areas of responsibility:

- PC and laptop imaging, deployment, maintenance, troubleshooting and repair
- Business application administration
- Business application support
- Mobile device set up and troubleshooting
- Printer, monitor, and MFP set up, maintenance and troubleshooting
- Web design and content management and administration
- Regent meeting support
- Communication and documentation of problem resolution
- Evaluation of new technologies
- Participation in hardware and software inventory, surplus, and transfer processes
- Security incident response
- Tier 1 on-site video conference support
- Tier 1 and 2 Service Desk support
- Vendor management

TO APPLY: The application process will be handled through the Consensus on-line search process. Application materials must include a current resume, detailed cover letter, and names, addresses, and telephone numbers of four professional references willing to be contacted. Applicants should fully describe qualifications and experience, since the initial review will serve to evaluate applicants based on documented, relevant qualifications and professional work experience. The review of materials will begin immediately. Materials should be addressed to Lori Mandracchio, Search Coordinator, and are to be submitted via on-line application at http://system.nevada.edu/Careers/index.htm. For assistance with NSHE’s on-line applicant portal, contact Lori Mandracchio at (702) 889-8426 or lori_mandracchio@nshe.nevada.edu.

Application Deadline: May 1, 2014

For more information about the Nevada System of Higher Education, please visit our website at www.nevada.edu. The Nevada System of Higher Education hires only United States citizens and aliens lawfully authorized to work in the U.S. The NSHE is an affirmative action, equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, age, creed, national origin, veteran status, physical or mental disability, genetic information, sexual orientation, gender identity, or gender expression.