



Job Title: Applications Administrator
Department: Information Technology
Reports to: IT Director
FLSA Status: Exempt
Salary Grade: \$78,626 - \$117,939
Location: Coos Bay/North Bend/Eugene

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the IT Director, the Applications Administrator plays a crucial role in overseeing, supporting, and enhancing the applications and software systems of the Coquille Indian Tribe. This position is responsible for the management of software deployment, user access, and system integrations while also ensuring that the performance of applications meets the organization's requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervises the Help Desk team, providing support, training, and performance evaluations to ensure efficiency. Foster a collaborative work environment, encourage open communication, and resolve workplace conflicts to maintain a safe and productive atmosphere.
2. Oversees the installation, configuration, testing, and maintenance of software applications while ensuring compliance with security and regulatory standards. Identify opportunities to enhance existing systems by integrating new software solutions that improve functionality and user experience.
3. Manage user permissions, ensuring individuals have appropriate access while enforcing strict security protocols. Regular audits and reviews are conducted to maintain compliance with internal policies and external regulations.
4. Continuously monitor deployed applications to identify and resolve performance issues. Manage and track key performance indicators (KPIs) related to application incidents, ensuring timely resolution and minimizing disruptions.
5. As a subject matter expert, contribute to technology initiatives by supporting project planning, risk mitigation, and quality control. Engage with stakeholders to gather requirements, provide updates, and ensure project outcomes align with organizational goals.
6. The primary point of contact for escalated software issues, diagnosing and resolving complex problems to minimize downtime. Work closely with developers and administrators to address challenges and proactively improve systems based on recurring issues.
7. Maintain comprehensive documentation for applications, system configurations, and troubleshooting procedures. Develop user-friendly guides and training materials to support end-users in effectively utilizing software systems.
8. Stay updated on emerging technologies, implement performance optimization strategies, refine infrastructure, and enhance monitoring practices. Ensure that all application administration efforts align with the organization's strategic goals and long-term objectives.

The above statements reflect the general duties and responsibilities necessary to describe and principal functions of the job as identified and shall not be considered as a detailed description of the work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, standing, walking, sitting for extended periods of time, raising or lowering objects, stooping, kneeling, crouching, or crawling, and occasionally requires lifting up to 50 pounds. Requires occasional climbing or balancing. Work is generally performed in an office setting. Will occasionally be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Ability to read and understand technical documents and manuals, as well as the ability to write such documents for use by others.
7. Monitors current trends in information technology including systems software and hardware technologies.
8. Ability to analyze, diagnose and resolve customer problems relating to hardware, software and applications.
9. Knowledge of various hardware platforms and desktop software solutions and client/server applications.
10. Ability to troubleshoot and perform routine maintenance on computer systems as well as configure desktop computers and related peripherals.
11. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

QUALIFICATIONS

1. High School Diploma or GED required. Bachelor's degree in Computer Science, Information Technology or other relevant field required.
2. 5 years of progressively responsible experience working application administration or systems integration required.
3. Previous experience managing a Help Desk and providing technical leadership is preferred.
4. Proficiency in software deployment, system configuration and application maintenance required.
5. Familiarity with IT project management, including planning, risk mitigation and quality control required.
6. Strong leadership and team management skills, with experience in supervising and training staff required.
7. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.

Signature below signifies understanding of above job duties and responsibilities.

Signature: _____

Date: _____