



## **Henderson District Public Libraries** **Board of Trustees Application**

**(Note: This document and accompanying materials become public record once received by Clark County.)**

Henderson Libraries seeks to cultivate a literate community by providing every citizen free access to books and information resources, as well as state of the art technology that supports work, school and recreational activities. The mission of the Henderson Libraries is to imagine possibilities, discover opportunities, and connect with the community.

The Board of Trustees for the Henderson District Public Libraries (Board of Trustees) exists pursuant to NRS 379.025 (h). The Board of Trustees consists of five (5) competent persons appointed by the Clark County Board of County Commissioners and two (2) competent persons appointed by the Henderson City Council.

Among its duties (NRS 379.025), the Board of Trustees shall hire a professional librarian to serve as the Executive Director of the Henderson Libraries, review and approve an annual budget, establish and review policies, and attend Board of Trustees meetings regularly.

The Board of Trustees meets the third (3rd) Thursday of the month at 7:45am.

Members serve four-year (4-year) terms and may not serve more than two (2) consecutive terms. Members must reside in the City of Henderson.

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### **Application Overview:**

If you are interested in applying for membership on the Board of Trustees, please complete the application below. If you have any questions related to the Board of Trustees or the application process, please email [Kathleen.Walpole@ClarkCountyNV.gov](mailto:Kathleen.Walpole@ClarkCountyNV.gov).

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**Full Name (First, Middle Initial, Last):** Jennifer N Andricopulos

**Home Street Address:** 1109 Tomasian Ct.

Home Address City/State/Zip Code: Henderson, NV 89002

Mailing Address: 1109 Tomasian Ct.

Mailing Address City/State/Zip Code: Henderson, NV 89002

Employer: Clark County School District, retiring June 30, 2021

Occupation: Director II, Technology and Information Systems Services Division

Email Address: [REDACTED]

Best Daytime Contact Phone: [REDACTED]

**Relevant Affiliations:** Please list below any other committees you are currently serving on. Please list, if applicable, the jurisdiction and term of appointment. If you were appointed by an individual and not by a local jurisdiction, please include that information. If you need additional space, please attach an additional sheet of paper.

I have served on many internal Clark County School District and inter-agency committees and working groups throughout my twenty-two year career with the school district. Currently, I sit on the Clark County School District Digital 1 to 1 Plan Steering Committee, and I am Chair of the Device and Software Working Group.

I am not currently serving in any publicly appointed capacity.

**Skills and Experience:** Please provide a brief description of your qualifications; include any special skills, interests, experience, or training which you possess or have completed that would benefit the work of the Board of Trustees. If you need additional space, please attach an additional sheet of paper.

I began my career in public service in 1991 working for the Las Vegas-Clark County Library District where I worked in the Circulation and Technology Departments. In 1999 I obtained a position at the Clark County School District (CCSD) where I have worked in the Technology Division for the past 22 years. I am currently Director of User Support Services and lead a team of over 100 employees who provide end-user support services for the staff, students and parents of CCSD. I have supported all aspects of technology, including school library infrastructure. I oversee large-scale projects with multi-million dollar budgets and have served on high-profile inter-agency committees throughout my tenure with the District. Based on my work experience, I am familiar with how libraries operate and the responsibility we have to serve the public. Outside of my professional experience, I also served as President of the St. Clare of Assisi Women's Guild for St. Francis of Assisi Catholic Church in Henderson, NV and was Chair of the Annual Derby Day Luncheon building fundraiser for the parish.

**A resume or letter of interest is REQUIRED. Please attach it to this application.**

***I certify that I am a resident of the City of Henderson. I verify by my signature below that all statements made on this application, as well as any information attached hereto, are true and complete to the best of my knowledge. I understand that an electronic signature has the same weight and effect as a handwritten signature. Furthermore, I understand that an incomplete application and any modifications to this application will not be accepted or considered.***

**Jennifer Andricopulos** Digitally signed by Jennifer Andricopulos Date: 2021.05.19 00:29:18 -07'00' **5/19/2021**

Signature

Date

***Your signed application must be received no later than 5:00 pm on May 19, 2021. Please allow appropriate time if mailing.***

**Hand Deliver Application to:**

**Clark County Department of  
Administrative Services  
6th Floor  
500 S. Grand Central Parkway  
Las Vegas, NV 89155**

**Mail Application to:**

**Department of Administrative Services-  
6th Floor  
Attn: Kathleen Walpole  
P.O. Box 551712  
Las Vegas, NV 89155-1712**

**Fax Application to:**

**(702) 455-3558**

**Email Scanned Copy to:**

**[Kathleen.Walpole@ClarkCountyNV.gov](mailto:Kathleen.Walpole@ClarkCountyNV.gov)**

# JENNIFER NICOLE ANDRICOPULOS

1109 Tomasian Court, Henderson, NV 89002 •

## ACCOMPLISHMENTS

- Led the Distance Education 1 to 1 Device Deployment project, successfully procuring and deploying approximately 150,000 Chromebooks and 10,000 iPads to Clark County School District students in need of a device for distance learning during the COVID-19 shutdown.
- Named a Center for Digital Education's "Top 40 Innovators in Education," in *2013 Yearbook: Technology Innovation in Education*.
- Led the first-ever implementation of a districtwide, centralized technology inventory and asset tracking system to allow for improved State reporting, data integrity, and efficiency.
- Led the Technology Support Transfer of Responsibility committee for six pilot schools, resulting in the development of an internal service cost "a la carte" menu for projects and Level 1 services along with a Technical Support Standards manual, used to establish Level I technology maintenance standards across all schools.
- Increased overall Help Desk call efficiency by reducing wait time for our callers by increasing the quantity, quality, and focus of Help Desk Analyst training, and increasing self-help tools and automated processes available to end users.
- Developed a comprehensive support program for the G Suite ecosystem through the implementation of a G Suite Advisory team, creation of Google documentation and procedures, expanded technical assistance, and support of over 220,000 Chromebook devices in the CCSD environment.
- Partnered with the Student Support Services Division and the Instruction Unit to successfully implement and deploy over 15,000 mobile devices as part of the FUSE Algebra and Title I E3: Engage, Empower, Explore mobile device one-to-one initiatives.
- Worked with the Curriculum and Professional Development Division to prepare responses for the Center for Digital Research's 2010 Top Digital School Districts Survey, resulting in 1st place recognition for CCSD.

## LEADERSHIP ROLES

- Spring 2012, National School Board Association Educational Site Visit, *Co-chair*
- E3: Engage, Empower, Explore 1:1 Project, *Project Manager*
- District 2012-2017 Technology Plan, *Project Manager*
- District Emergency Operations Center, *Tech. Liaison*
- Exposure Control Plan/Safety Advisory Group
- Nevada Department of Education Nevada Ready 21 Plan, *Planning Committee Member*
- Nevada Ready 21 Project, CCSD *Project Manager; Technology*
- Technical Support Transfer of Responsibility Pilot, *Lead*
- Google Migration Project, G Suite *Advisory Team Lead*
- New Schools Specifications Workgroup
- Human Capital Management Project, *Core Team Support Lead*
- Superintendent Challenge Coin Recipient, *July 2020*
- Digital 1 to 1 Project, *Device and Software Working Group Chair*

## SPECIALIZED SKILLS

- Implementation and management of complex, large-budget, high profile technology projects.
- Extensive presentation, public speaking, and end-user training experience.
- Over twenty-six years technical support experience, including network management, computing devices and related peripherals, help desk, and enterprise business software systems.

## EDUCATION

### UNIVERSITY OF NEVADA LAS VEGAS

Bachelor of Science, Business Administration - Management Information Systems, 2001

### GEORGETOWN UNIVERSITY

Graduate Certificate - Educational Leadership and Management, 2016

## CERTIFICATIONS

- CompTIA A+ DOS/WIN Certified
- Certified Novell Administrator, 4.11
- Google Certified Associate – G Suite Administrator

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## EXPERIENCE

### CLARK COUNTY SCHOOL DISTRICT

*Director II, User Support Services, Technology and Information Systems Services, February 2013-Present*

- Leads a team of 104 technical support, clerical and contracted staff to provide end-users with help desk, field, consultation, professional learning, and support services to all stakeholders district-wide, including employees, students and parents.
- Act as a technical liaison with other departments, divisions, and school leaders, including Instruction, Operations, Library Services, Facilities, Finance and Human Resources, and with product suppliers, vendors, and consultants to support systems, district-wide initiatives, and special project needs.
- Manage, plan, and monitor department and project budgets for personnel requirements, new hardware/software upgrades and acquisitions, and external consultants, with a focus on cost-savings and operational efficiencies.
- Negotiate, oversee and manage contracts, prepare Requests For Information and Requests For Proposal, and participate in the selection process for new products and services as needed.
- Lead the selection, integration, and rollout of new technologies, standards, products, and systems for use district-wide.
- Manage instructional technology projects and programs including the Capital Improvement Program "Computer and Peripheral Replace and Repurpose" program, which provides replacement computers and peripherals to schools.
- Oversee the district's enterprise mass communication system, including the coordination of product enhancements and system maintenance, district-wide consultation and support services, and development of usage policies and procedures.
- Oversee the development of online and face-to-face technical training and resources, including documentation, handbooks, and other division materials; provide training sessions on a variety of topics to users.
- Provide informational presentations to district and community stakeholders, educational leaders, and public, both locally and nationwide.
- Assist with the development and implementation of the division's mission and commitments.

### CLARK COUNTY SCHOOL DISTRICT

*Coordinator III, Administrative Assistant, Technology and Information Systems Services, December 2006-February 2013*

- Serve as an assistant to the Chief Technology Officer; prepare division correspondence, high-level reports, and research for the division, executive team, and district stakeholders.
- Manage an annual software budget of approximately \$2 million.
- Supervise a team of clerical, technical, and consulting staff for various project needs and tasks.
- Oversee the contracts, maintenance, and tracking of enterprise business software systems.
- Manage instructional technology projects and programs including the Title I E3: Empower, Engage, Explore one-to-one project, the rollout of the 2012-2017 Technology Plan, and the district's enterprise mass communication system.
- Develop and update technical training documentation, handbooks, and other division materials, and provide training and presentations on a variety of topics to users, including the district's enterprise mass communication system.
- Coordinate the selection, integration, and rollout of new technologies, standards, products, and systems for incorporation and use district-wide.

### CLARK COUNTY SCHOOL DISTRICT

*MIS/DP Technology Specialist, Networking Services, August 2001-December 2006*

- Serve as a technical resource to staff, providing district-wide operational support and security for microcomputer equipment and all related hardware, software and peripherals; supporting remote data transfer networking technologies; and preparing technical documentation and instructions.
- Assist in the planning and implementation of network hardware and software installation and upgrades and the design and maintenance of LAN/WAN systems.
- Assist in monitoring network performance and diagnosing network malfunctions on the workstation, server, and LAN/WAN, including coordinating and/or implementing repair activities.
- Serve as project leader of the district-wide Group Wise email system, including maintenance, upgrades and design.



# JENNIFER NICOLE ANDRICOPULOS

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- Manage projects, including research and development, coordinating staff and resources to meet milestones, and preparing related reports as needed for upper management.
- Serve as team lead on the Server Unit Help Desk, including managing trouble tickets and staff workloads, development of help desk materials and forms, and streamlining processes for department efficiency.

## **CLARK COUNTY SCHOOL DISTRICT**

*MIS/DP Technology Specialist, User Support Services, February 1999-August 2001*

- Serve as a technical resource to staff and departments and providing district-wide operational support and security for microcomputer equipment and all related hardware, software, and peripherals, and preparing technical documentation.
- Diagnose computer system malfunctions on the workstation and LAN/WAN, including coordinating and/or implementing repair activities internally or with other technical departments and staff.
- Assist in the planning and implementation of desktop computer hardware and system software installation and upgrades.
- Assist in the development of the User Support Services Help Desk procedures, processes, and issue management system.

## **LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**

*Microcomputer Technician, May 1996-February 1999*

- Provide district-wide support for public library LAN/WAN, computers, POP3 email system, domain name server, and all related hardware, software, and peripherals, and serving as a technical resource to both staff and patrons.
- Install, configure, and repair network and desktop hardware, software, and security; monitoring network performance and applying all network hardware and software updates; performing fault isolation, and resolving complex network and desktop problems; and ensuring network security, integrity and reliability with minimal downtime on LAN; and maintaining and performing network backup and recovery procedures for data and applications.
- Provide recommendations of hardware and software, capacity planning, development of policies, and cost justifications.
- Train staff and public on systems including Microsoft Office Suite, Microsoft Windows Basics, and Internet Basics.
- Creation, implementation, and supervision of the inventory control system for computer equipment district-wide.
- Perform report and record keeping tasks, and maintain files relative to department, including the creation of technical documentation as necessary.

## **LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**

*Microcomputer Center Assistant, October 1994-May 1996*

- Manage telephones and desk, scheduling, cashiering, and record-keeping tasks such as end-of-the-month reports and statistics, and maintaining patron accounts on the Library Mainframe System.
- Provide hands-on assistance and instruction for patrons regarding current software programs and use of center equipment.
- Serve as a technical resource, providing phone support for PC and Apple platforms and the Library Mainframe System, complex troubleshooting and resolution of desktop and networking problems, and basic repair for all machines in the center,
- Provide recommendations of hardware and software for use in the computer center, in addition to hands-on research and evaluation of recommended applications and software.
- Create documents and procedures for the Microcomputer Center and for other departments as needed.

## **LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**

*Student Page, November 1991-October 1994*

- Sort, organize, shelve and check in library materials.
- Assist patrons with kiosk operation and basic navigation of the library.
- Keep circulation area and shelves neat and orderly.