NEW MEXICO JUDICIAL BRANCH

AOC INFORMATION TECHNOLOGY SERVICE DESK SUPERVISOR
(Classified)

TARGET SALARY: $76,005-$152,011 annually, or $36.541-$73.082 hourly depending upon experience (pay range LL)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9644JB
BENEFITS: Competitive benefits package offered

ADMINISTRATIVE OFFICE OF THE COURTS (AOC)

The Administrative Office of the Courts exists to enable the courts of New Mexico to accomplish their mission through:

- Ensuring that the courts have adequate, equitably distributed resources.
- Ensuring that the courts have and use current technology.
- Providing a fair and equitable statewide human resources system.
- Developing and implementing improved court processes and supporting courts in their use.
- Collecting and providing information on and for the courts.
- Ensuring sound financial, budgeting and procurement practices in the management of court resources.
- Maintaining liaison with the legislative and executive branches of state government.

GENERAL STATEMENT OF DUTIES

Acting under general direction, manage the operations of the statewide information technology service desk, including incident and field service management, technical communication, request fulfillment, and knowledge management to meet operational services.

EXAMPLES OF JOB DUTIES

- **The AOC Information Technology Service Desk Supervisor** is responsible for managing and directing the staff in statewide activities related to the Judicial Information Divisions service management lifecycle.
- Assists in developing and implementing annual IT plans, directives, and strategies to improve service desk efficiency and effectiveness.
- Works with management to identify strategic planning initiatives, sets work priorities, and monitors projects and service desk requests.
- Ensures service desk staff are updated on topics such as help desk systems, processes, tools, and procedures required documenting, tracking and resolve reported problems.
- Ensures service desk staff are properly trained on effective methods to research, troubleshoot, and deliver solutions.
- Leads incident management tracking, trending and adherence to rules, policies, and with the Information Technology Infrastructure Library (ITIL) best practices.
- Serves as the first point of contact for escalated incidents and requests, addresses customer complaints and feedback, and escalates critical issues to management.
- Manages the process for communicating outage or emergency activities statewide.
- Monitors and manages the statewide service desk request queue and performance metrics.
- Develops Key Performance Indicators (KPIs) and takes action to improve results to

ensure quality service and achievement of service standards and adhering to Service Level Agreements (SLA).
- Oversees and assigns service desk tickets statewide, monitors completed tickets, and establishes priorities, reviews standards, procedures and results of completed work.
- Monitors and measures the performance and results of service desk resources and, provides feedback.
- Provides regular reporting to management on service desk tickets and metrics.
- Investigates tickets and provides strategies to develop and improve the service desk.
- Works with and manages vendor relations.
- Creates and maintains documentation for the service desk, including processes, procedures, and workflows.
- Recommends appropriate technology solutions and strategic business objectives.
- Determines training needs for staff and implements professional development programs.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The applicant should demonstrate knowledge of service desk operations management and supervisory techniques; IT trends and current and emerging technologies; Information Technology Infrastructure Library (ITIL) best practices, hardware and software technical specifications; imaging software and techniques; incident reporting software; IT development standards; networking and applications; troubleshooting techniques; training and documentation.

MINIMUM QUALIFICATIONS

Education: Bachelors' degree in business administration or management, project management, computer science, IT related engineering or other related field.

Education Substitution: Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

Experience: Four (4) years of general IT experience of which two (2) years must be technical experience including but not limited to technical project management, systems analysis and application development;
- two (2) years supervision.

Experience Substitution: Additional relevant education at the Master's Degree level may substitute for experience at a rate of 30 semester hours equals one (1) year of experience. Education may not be substituted for the specific experience required.

Other: Must possess and maintain an Information Technology Infrastructure Library (ITIL) certification or obtain certification within six (6) months of hire.

Supervisory Substitution: Leadworker duties may be considered on a prorated basis for supervisory experience at a rate of one (1) year of performing leadworker duties equals six (6) months of supervisory experience. Assigned leadworker duties include but are not limited to: Train, mentor, and develop employees; direct, plan, schedule, assign, and review the work of

others; develop or assist in the development of employee performance plans and appraisals; and address concerns and troubleshoot problems. An additional two (2) years of directly related experience may substitute for the supervisory experience provided the incumbent attends the NMJB Supervisory Mentorship Program Training at their earliest opportunity.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all-inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job. Work is performed in an office or court setting. A valid driver's license and travel may be required. The assigned work schedule may include nights, weekends, holidays, and overtime. The employee must regularly interact positively with co-workers, clients, the public, and judges and justices.

** This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed*

BENEFITS

- Medical/Dental/Vision/Rx, Short, and Long Term Disability Insurance Programs, employeeassistance program (EAP) [http://www.mybenefitsnm.com/]
- State paid life insurance, supplemental and dependent life insurance
- Optional flexible spending accounts for medical, day-care, and travel expenses
- Paid vacation and sick leave up to eight (8) weeks
- Eleven (11) paid holidays
- Up to 12 weeks of paid parental leave
- Deferred Compensation 457(b) plan
- Lifetime Defined Benefits Retirement Plan [http://www.nmpera.org/]
- Flexible work schedules and alternative work locations*
- Free health care, Rx, and lab work at the facility (Stay Well Health Center) in Santa Fe, NM
- Bilingual compensation*
- Training and career development opportunities
- Higher education opportunities, educational leave, and tuition reimbursement
- May qualify for the Public Service Loan Forgiveness Program (PSLF)
- May receive overtime holiday or shift differential pay*
- May receive physical fitness leave*
- What are your benefits worth? Click here to find out

These benefits vary by job classification or need

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History of Job Description: Dev: 04/25/23, Rev Pay Range: 07/08/23, 07/06/24, 07/05/25, 07/04/26

The state of New Mexico is an equal opportunity employer. Hiring is done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. The state provides reasonable accommodations to the known disabilities of individuals in compliance with the Americans with Disability Act. For accommodation information or if you need special accommodations to complete the

application process, please contact the Administrative Office of the Courts Human Resources Division at 505/470-7205. Applications and resumes including a supplemental application must be submitted to apply. Applications may be found online at nmcourts.gov.