NEW MEXICO JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST
(Classified)

TARGET SALARY: $66,514-$133,026 annually, or $31.978-$63.955 hourly depending upon experience (pay range II/KK)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9645JB
BENEFITS: Competitive benefits package offered

THE NEW MEXICO JUDICIARY

The Mission of the New Mexico Judiciary is to protect the rights and liberties of the people of New Mexico guaranteed by the Constitution and laws of the State of New Mexico and the United States; to resolve legal disputes fairly, and to ensure access to justice for all.

GENERAL STATEMENT OF DUTIES

Acting under general supervision perform technology support and analysis in the areas of client, field and/or applications support.

EXAMPLES OF JOB DUTIES

- **The Information Technology Specialist** is responsible for serving as a point of contact for end users, vendors, and staff to resolve computer hardware, operating system, software application, server, network, and telecommunication related issues.
- Develops software and hardware replacement schedules.
- Installs, configures, and tests protocols on various operating systems and platforms.
- Writes login scripts, uses templates, maps network drives, and backups and restores data.
- Plans and organizes initiatives to integrate, upgrade, replace, install, and configure computer hardware, operating systems, software applications, servers, network, and telecommunications equipment.
- Implements emergency plans, including disaster recovery procedures.
- Installs, configures, analyzes and tests computer images to develop baseline production images for staff.
- Downloads and installs operating system security patches to protect against malicious attacks and vulnerabilities.
- Maintains security on operating systems, software applications, and servers.
- Updates anti-virus definitions to protect against virus threats.
- Administers end user accounts to ensure secure passwords and permissions are applied to files and folders to protect data.
- Migrates data from one server to another.
- Maintains directory structures on servers.
- Creates, configures, verifies, and maintains tape backup jobs to protect and preserve data stored on desktops, laptops, and servers.
- Restores or retrieves data from backup tapes.
- Sets up, configures, and tests delivered equipment to ensure proper operation.
- Travels to judicial entities at remote locations to provide technical support.

- Develops training manuals and procedures for judicial entity applications, processes, and forms.
- Reviews existing applications to execute test cases and reports test failures to vendors or developers.
- Provides technical support to end users at local and remote judicial entity locations.
- Writes specification goals and functions, table structures, and outlines basic output screens and reports.
- Provides technology application support.
- Designs, defines, analyzes and implements application software and new application processes.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of installation, configuration, maintenance and testing of operating systems, software applications, drivers, utilities, remote management tools, routers, switches and hubs, and specific software on servers; computer programming languages; imaging software and techniques; network design; protocols and standards models; network monitoring tools; port blocking and firewalls; database structure, maintenance operations, table layout and construction and functionality of application; data standards; application's front-end data entry screen designs, functions, and back-end data storage design; statistics and data collection techniques.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university in Business Administration or Management, Project Management, Computer Science, Information Technology, IT engineering, or other directly related fields.

> **Education Substitution**: Four (4) years of directly related or relevant experience may substitute on a year for year basis.

Experience: None.

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, 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

START YOUR CAREER

Experience the difference, work for the Judiciary! Apply here!

History of Job Description: Dev: 04/22/06, Audited: 05/02/11, Rev: 02/04/20, Benefits updated: 02/26/21, Audit: 12/31/22, Rev Pay Range: 07/08/23, 07/06/24, 07/05/25, Rev FLSA due to threshold: 03/31/26; Rev Pay Range: 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.