NEW MEXICO JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST SENIOR
(Classified)

TARGET SALARY: $82,110-$164,220 annually, or $39.476-$78.952 hourly depending upon experience (pay range KK/MM)
LOCATION: Varies, statewide locations
FLSA STATUS: Exempt
JOB CODE: 9650JB
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 direction, manage servers, computers, peripherals, converged network services and user support operations, perform advanced technology support and analysis in the areas of production servers, network services, telecomm systems, client devices, district locations, and application support; to include various other unique court systems and services.

EXAMPLES OF JOB DUTIES

- **The Information Technology Specialist Senior** is responsible to analyze end users' needs to resolve computer hardware, operating system, software application, server, network, and telecommunication issues via work orders and trouble tracking systems, and may also serve as a point of contact for end users.
- Coordinates, and guides efforts of end users and field staff concerning technical activities and/or projects.
- Recommends new practices, processes, systems, and technologies to enhance departmental operation.
- Plans and organizes initiatives to integrate, upgrade, replace, install, and configure computer hardware, operating systems, software applications, servers, networks, and telecommunications equipment.
- Installs, configures, analyzes, and tests computer images to develop baseline production images for staff.
- Downloads, installs, and provides administrative tasks for operating system security patches to protect against malicious attacks and vulnerabilities.
- Maintains security on operating systems, software applications, and servers.
- Updates and provides administrative anti-virus definitions tasks to protect against virus threats.
- Administers end-user accounts to ensure secure passwords and permissions are applied to files and folders to protect data.
- Sets up, configures, and tests delivered equipment to ensure proper operation.
- 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.
- Provides technology application support.
- Designs, defines, analyzes, and implements application software and new application processes.
- Develops software and hardware replacement schedules.
- Installs, configures, and test protocols on various operating systems and platforms.
- Writes login scripts, uses templates, maps network drives, and completes backup and restores data.
- Designs appropriate test scenarios and analyze results to identify potential problems.
- Creates, reorganizes, and maintains directory structures on servers, and protects and preserves data stored on desktops, laptops, servers, and NAS devices.
- Travels to judicial entities at remote locations to provide technical support.
- May develop, and implements emergency plans, including disaster recovery procedures.
- Maintains a judicial entity software repository.
- Evaluates judicial entity's training needs and presents technology workshop; drafts and distributes written documentation, and computer related training materials for end users, site coordinators and field technical staff.
- Other duties as assigned.

COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of computer software and peripheral hardware; structured query language; current systems analysis and design; hardware and software technical requirements; tools and techniques of troubleshooting; desktops and laptops; installation, configuration, maintenance and testing of operating systems, software applications, drivers, utilities, powershell, remote management tools, routers, switches, and hubs; computer programming languages; advanced computer architecture and design; imaging software and techniques; network design; protocols and standards models; network security; network monitoring tools, intrusion detection software, encryption, port blocking and firewalls; incident reporting software; and/or client server operating systems and functionality of the application.

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 field.

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

Experience: Five (5) years of general experience in systems design and analysis; and/or client and network support or in programming, applications, systems design, and analysis or support, using client/server technology; and/or application support and business analysis, including using client/server technology, analyzing users requirements or preparing recommendations for systems architecture.

> **Experience Substitution**: Additional relevant education at the Master's Degree level may substitute for experience at a rate of thirty (30) semester hours equals one (1) year of experience.

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

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

History of Job Description: Dev: 04/22/06, Rev: 05/02/11, 01/30/20; 06/2/20, Benefits updated: 02/26/21, Audit: 12/31/22, 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.