# NEW MEXICO JUDICIAL BRANCH

## INFORMATION TECHNOLOGY TECHNICIAN
(Classified)

**TARGET SALARY:** $51,965-$103,929 annually, or $24.983-$49.966 hourly depending upon experience (pay range II)
**LOCATION:** Varies, statewide locations
**FLSA STATUS:** Exempt/Non-Exempt
**JOB CODE:** 9626JB
**BENEFITS:** Competitive benefits package offered

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### 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 direct supervision perform a variety of information technology support services.

### EXAMPLES OF JOB DUTIES

- **The Information Technology Technician** is responsible for analyzing end users' needs, troubleshooting, and resolving technical issues and problems.
- Interviews end users, analyzes problems, and monitors the network to identify problems and provides a resolution.
- Evaluates images for compatibility against new and existing hardware, operating systems, software applications, servers, and network topologies.
- Assists in the installation and support of external applications and related interfaces.
- Coordinates and configures software and hardware installation, upgrades, and updates.
- Provides technology support to end users at local and remote judicial entity locations.
- Recommends new practices, processes, systems, and technologies and works with end users to improve business processes.
- Works directly with numerous agencies to troubleshoot and assist in problem resolution.
- Gathers data to identify customer needs and evaluates system and network requirements.
- Sets up, configures and tests delivered equipment to ensure proper operation.
- Configures and resolves problems with video equipment for video arraignment.
- Delivers items to local and remote judicial entities.
- Other duties as assigned.

### COMPETENCIES/QUALIFICATIONS

The successful applicant should demonstrate knowledge of computer practices; computer software; computer and peripheral hardware; structured query language; current systems analysis and design; hardware and software technical requirements; troubleshooting; desktops and laptops; installation, configuration, maintenance and testing of operating systems, software applications, drivers, utilities, remote management tools, routers and general software on servers;

computer programming languages; imaging software and techniques; client server operating systems; and operating systems hardware and user requirements.

## MINIMUM QUALIFICATIONS

**Education:** Associate's degree from an accredited college or university in a Computer Science or Management Information Systems Discipline, Business Administration or Management, Project Management, Mathematics, or a related field.

> **Education Substitution:** High School Diploma or GED and/or two (2) years of experience in computer support services, which might include testing and installing hardware or software, troubleshooting technology, performing network security, systems analysis or design, application design and development, or other related computer support services. A technical certification such as, Microsoft Certified System Associate MCSA, Microsoft Certified Solutions Expert MCSE, l CISCO Certified Network Professional CCNP, or similar may substitute for up to one (1) year of experience.

**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: 05/14/15, 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, 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.