



**Administrative Office of the Courts**

**Business Unit: 21800**

**IT Specialist #00044815-21800, Full-Time, Perm, in Any Judiciary Statewide Location**

**# of Positions: 1**

**Opening Date: 09-08-2023 - Close Date: 09-22-2023**

**Target Pay Range/Rate: \$40.00 – \$42.00 per hour OR \$ 83,200 - \$ 87,360 annual salary**

The Administrative Office of the Courts (AOC) is recruiting for a full-time, classified, IT Specialist position #00044815-21800 for the Judicial Information Division in Any Judiciary Statewide Location, New Mexico. GENERAL STATEMENT OF DUTIES: Acting under general supervision perform technology support and analysis in the areas of client, field and/or applications support. Finalist(s) may be subject to criminal background checks.

**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.

## 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, employee assistance 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 time off, up to eight (8) weeks
- Paid time off and retirement buyback
- 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\*

\*These benefits vary by job classification or need\*

## 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.

**TO APPLY:** Submit a New Mexico Judicial Branch Application for Employment, or a Resume and a Resume Supplemental form, and proof of education to:

### **Application forms:**

[Microsoft Word Format](#)

[Adobe PDF Format](#)

### **Resume Supplemental Forms:**

Administrative Office of the Courts  
Attn: AOC Human Resources Division  
202 E. Marcy Street  
Santa Fe, New Mexico 87501  
Fax: 505-479-2641  
Email: [jobs@nmcourts.gov](mailto:jobs@nmcourts.gov)

**PROOF OF EDUCATION IS REQUIRED.**

Applications can be emailed, faxed, or mailed.

**EQUAL OPPORTUNITY EMPLOYER**