



Administrative Office of the Courts

IT TECHNICIAN (Full-Time/Classified) #00000657-23600 (Deming or Silver City, NM)

Opening Date: 10/17/2022 Close Date: OPEN UNTIL FILLED

Pay Range/Rate: II: \$21.382 - \$42.763 hourly

Target Pay Rate: \$26.727 hourly (100% compa ratio)

The Sixth Judicial District Court is recruiting for a full-time, classified Information Technology Technician, position #00000657. This position will be housed on-site in either Deming or Silver City, New Mexico.

GENERAL STATEMENT OF DUTIES

Acting under direct supervision, perform a variety of information technology support services. Work is performed onsite, and throughout the entire Sixth Judicial District.

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, and 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, 1 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 onsite; in an office or court setting. A valid driver's license and travel will 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:

Refer to the New Mexico Judicial Branch website for a full list of benefits:

<https://humanresources.nmcourts.gov/career-opportunities.aspx>

TO APPLY: Submit a New Mexico Judicial Branch Application for Employment *OR* a Resume and Resume Supplemental Form, along with proof of education, to the address listed below or by email to:sildsck@nmcourts.gov.

Sixth Judicial District Court
Angelic Muñoz, CEO 2
PO Box 2339, Silver City, NM 88062 (mailing)
201 N. Cooper Street, Silver City, NM 88061 (physical)

For more information, or to download an Application or Resume Supplemental Forms, please visit:

<https://humanresources.nmcourts.gov/home/career-opportunities/>

PROOF OF EDUCATION IS REQUIRED

Equal Opportunity Employer