

# NEW MEXICO JUDICIAL BRANCH

## INFORMATION TECHNOLOGY TECHNICIAN (Classified)

*This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.*

### **SUMMARY**

Under general supervision, perform a variety of information technology support services.

### **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 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:** Zero.

**Knowledge:** Knowledge of computer best practices; computer software; computer and peripheral hardware; word processing, spreadsheets, report writers, email, structured query language; current systems analysis and design; hardware and software technical requirements and specifications; basics of 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; general computer programming languages; imaging software and techniques; client server operating systems; and operating systems hardware and user requirements.

**Skill and Ability:** **Skill in** applying technical concepts as they relate to computer principles, practices and techniques to resolve computer networking, printing, applications and hardware problems. Interviewing end users to discover need or problem and resolving issue(s); communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing priorities; working independently and managing time

effectively while handling a high-volume workload in an environment subject to frequently changing priorities and high stress; multitasking; meeting deadlines under pressure; planning and coordinating service requests based on urgency, impact and consequence to overall organization operations; and interpreting and applying knowledge from technical manuals and publications. **Ability to** participate in a team environment; research and analyze problems logically and recommend alternative courses of action; establish and maintain cooperative working relationships; troubleshoot; show diplomacy and maintain confidentiality and flexibility; use work order/trouble tracking systems for documentation and task management; assess and configure network hardware on site or remotely; install approved software and hardware; and correlate end user business processes to possible computer software solutions.

## **EXAMPLES OF WORK PERFORMED**

**Application Support** - Support the hardware and software work environments; analyze problems and monitor the network to ensure it is available to the system users. Assist with resolving server problems. Evaluate images for compatibility against new and existing hardware, operating systems, software applications, and servers and network topologies. Maintain database tables for applications. Assist in the installation and support of external applications and related interfaces. Document, prioritize, analyze and resolve problems to completion; configure and document judicial entity and financial software; and coordinate software and hardware installation, upgrades, and updates. **Client Support** - Provide internal customers and end users day-to-day support in a variety of work environments. Provide technology support to end users at local and remote judicial entity locations. Analyze end users' needs and resolve problems, troubleshoot and assist in problem resolutions. Work with other teams, end users, vendors, and technical support staff to resolve technical issues. Recommend new practices, processes, systems and technologies and work with end users to improve business processes. Troubleshoot and assist with problem resolution and serve 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. Analyze end users' needs and resolve problems. Troubleshoot and assist in problem resolution; work with other teams, end users, vendors, and technical support staff to resolve technical issues for end users'. Gather data to identify customer needs and then use that information to identify, interpret and evaluate system and network requirements; provide support to users in regards to computer software and hardware, operating systems, and servers and networks. **Field Support** – Provide technology support to end users at local and remote judicial entity locations. Set up, configure and test delivered equipment to ensure proper operation; and maintain and resolve networked and non-networked computer hardware and software; configure and resolve problems with video equipment for video arraignment. Package computer equipment in a safe, secure manner, and arrange transport via an approved carrier, and receive and inspect received items for damage. Deliver items to local and remote judicial entities; and operate, troubleshoot, and provide support for electronics and equipment such as television, video, projector, audio, and telephony.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The following functions are representative 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, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid New Mexico driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.

**Field Support** - The employee may be required to drive to remote judicial entities.

Dev: 05/14/15