



Rio Arriba County

JOB DESCRIPTION VACANCY

IT TECHNICIAN I

DEPARTMENT:	MANAGER
PRIMARY LOCATION:	ESPANOLA / TIERRA AMARILLA
SALARY CLASSIFICATION:	C-07 PER-SCHEDULE
SALARY:	\$19.56 TO \$24.75 HOURLY / \$40,680 TO 51,480 ANNUAL
POSITION STATUS:	FULL-TIME
FLSA CLASSIFICATION:	NON-EXEMPT
CLOSING DATE:	OPEN UNTIL FILLED
POSTING DATE:	07 AUGUST 2023

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by employees in this classification; only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties. This is not an all-inclusive list of all responsibilities, duties and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time with or without notice.

Primary Summary:

Under general supervision of the Director or designee, the selected candidate Information Technology Director or designee, Rio Arriba County is seeking a detail-oriented, thorough, and organized IT Technician to join our growing team. This position will play a key role in providing support for all areas of IT. IT Technician will update systems, troubleshoot problems, and provide hands-on support for IT issues within Rio Arriba County. Employee will assume the duties to perform essential duties and responsibilities.

Duties and Responsibilities:

- Keep systems up-to-date through operating systems upgrades
- Monitor networking equipment and servers
- Assist with the design, implementation, and ongoing support of new software and features
- Monitor web performance, network availability, and security
- Oversee troubleshooting for system errors
- Provide helpdesk support for desktop and network issues
- Provide technical support either by phone, remote access or site visits as needed
- Respond to IT issues; hardware maintenance, software, networking, etc.
- Evaluate connectivity issues, equipment, and software
- Modify configurations, utilities, software, etc.
- Contributes to a team effort and also sets up equipment for new users
- Install, test, and monitor servers, firewalls, and new software
- Perform data backups
- Install and update network system improvements as needed
- Assist with Servers, LAN/WAN technologies, computer repair/troubleshooting software, networks, virus protection, Wi-Fi technology



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- Assist with on-boarding and off-boarding of users
- Maintains confidentiality of all privileged information
- Performs other duties as assigned or required

Minimum Qualifications:

- High school diploma or equivalent / GED
- Shall maintain a valid New Mexico driver's license while employed with RAC
- Must successfully complete a background investigation
- Must not be convicted of a felony
- Must successfully pass a drug screening

Recommended Qualifications:

- Associate's degree in Information Technology, Computer Science, or related field or CompTIA A+ certification
- Ability to multitask, prioritize, and manage time efficiently
- Excellent verbal and written communication skills
- Comfortable in a diverse and fast-paced environment
- Goal-oriented, organized team player
- Ability to physically stand, bend, squat, and lift equipment
- Act in an independent and conscientious manner using sound judgment making to make decisions using sound judgment and reasoning ability

Preferred Qualifications:

- Related IT professional certification; meet required licensure/certification
- Previous experience as a help desk technician, computer technician, or IT support
- Ability to troubleshoot and resolve multiple issues
- Experience working with network and server management support
- Up-to-date knowledge of new systems, information, software, and upgrades

Knowledge, Skills and Abilities:

- High attention to detail and organization
- Excellent written and verbal communication skills
- Knowledge of methods used to tactfully deal with the public
- Ability to read, write, communicate orally, listen, follow, and give verbal and/or written directions
- Principles and practices of effective time management
- Must be a self-motivated and goal oriented individual
- Ability to multi-task and adjust priorities rapidly; work under stressful conditions, situations, and personalities
- Ability to work either independently or collaboratively as needed
- Ability to maintain confidentiality



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Physical Demands:

While performing the duties of this job, the employee routinely sits, stands, walks, talks, hears, stoops and carries. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to thirty (30) pounds, and occasionally lift and/or move up to eighty (40) pounds. If an item is over fifty (40) pounds, lifting shall be done by two or more County staff members.

Work Environment/Conditions:

While performing the duties of this job, the employee routinely sits, stands, walks, talks, hears, stoops and carries. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to thirty (30) pounds, and occasionally lift and/or move up to eighty (40) pounds. If an item is over fifty (40) pounds, lifting shall be done by two or more County staff members.

County position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:

- Demonstrate regular and reliable attendance
- Work well with others and participate fully in a team-oriented environment
- Interface with other employees and customers in a courteous and respectful manner
- Project positive support of their department and all county organizations at all times
- Maintain and enhance the county's commitment to customer service excellence

Working Conditions for individual positions in this classification will vary based on each departments' utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Conditions of Employment:

Successful completion of thorough background investigation. Must pass a pre-employment drug screening and MVD check. Employees must comply with the safety guidelines of the county and follow the HIPPA Guidelines Manual - Policies and Procedures. Must possess and maintain a current driving course certificate from Rio Arriba County or must pass and receive a defensive driving course certificate within (30) days of the date of hire as a condition of continued employment.

**Please send an e-mail with your Letter of Interest,
Resume and Job Application to:**

JobApplications@rio-arriba.org

P.O. Box 127 * Tierra Amarilla, New Mexico 87575 * Phone (575) 588-7254 * Fax (575) 588-7810

Espanola Annex * 1122 Industrial Park Road * Espanola, New Mexico 87532 * Phone (505) 753-2992 * Fax (505) 753-9397
