Human Resources
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Helpdesk Analyst Senior

JOB CODE	JOB FAMILY	PROFILE
JCV522	**Information Technology**	**Helpdesk Analyst Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**August 28, 2026**

The Senior Helpdesk Analyst performs various technical tasks to support a specific technology area. The Senior Helpdesk Analyst troubleshoots and resolves system and application support issues related to computer hardware and software. Acts as a Lead Analyst for a team that handles customer support requests. Carries out advanced technical work using specialized skills and independent judgment. May lead project teams or offer expertise in areas like user requirements, feasibility studies, system design, testing, and implementation.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides first-level support for requests and helps staff with desktop, peripheral, telecommunication, audiovisual, and related technology issues. Uses and updates maintenance logs and tools to create trouble tickets and track service requests. Gathers information from users to identify the issue's location, determine its severity, and either resolve it or escalate it to higher-level IT staff.
- Serves as project lead on various system upgrades and maintenance.
- Researches new technologies and makes recommendations.
- Develops, documents and trains others on IT systems and best practice procedures.
- Mentors and trains team members to help develop and improve knowledge, skills and performance.
- Provides leadership by disseminating information, providing feedback, advising and coaching.
- Coordinates with other Technology Services teams as necessary to ensure excellent service.

- Reviews work product of entry and intermediate positions to ensure adherence to policies, department procedures, and best operational and security practices.
- Provides work direction, problem resolution, and training to other technical support personnel as needed.
- Performs routine system support duties such as monitoring or adding users/devices, modifying user profiles, re-setting passwords and performing regular file maintenance; sets up basic user access permissions consistent with the County's policies and procedures; documents all changes and revisions.
- Informs management of existing or potential production problems; maintains problem logs; communicates with higher-level staff regarding documentation, testing and scheduling concerns; communicates production or testing problems to user departments and keeps them apprised of schedule changes.
- Provides after hours technology support as assigned.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Two (2) years of work experience as a first or second responder performing set-ups, maintenance, or monitoring of an information system including network, operating systems, and user applications.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment but occasionally requires travel to other locations.
- Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces. Occasional evenings, holidays and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment commonly used includes calculator, computer, telephone, and copy machine.
- Materials handled during duties include various documents, writing utensils, and a range of basic office supplies and equipment.