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IT Inventory Technician

JOB CODE	JOB FAMILY	PROFILE
JCP347	**Information Technology**	**IT Inventory Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$30.60 - $47.43**	**August 4, 2026**

The IT Inventory Technician oversees Information Technology inventory and fixed assets by procuring, receiving, and building IT equipment, including special builds and fixed assets. The technician documents, receives, and processes equipment using SAP, and maintains inventory management and countywide asset tracking for computer-related equipment.

As a member of the Customer Solutions and Services (CSS) division, the technician performs a wide range of technical duties to provide effective technology support for Bernalillo County staff. This classification serves as a first- or second-level responder and may perform any of the following functions: setting up, maintaining, and monitoring various information systems, including networks, peripherals, operating systems, and user applications.

The technician plans, implements, and monitors hardware and software upgrades, applies patches, and manages security and backup/recovery processes. The role also includes installing, configuring, and administering a variety of commercial off-the-shelf and internally developed applications.

Job Description

DUTIES AND RESPONSIBILITIES

- Verify purchase requisitions by comparing items requested to BernCo standards, clarifying unclear items, and recommending alternatives as needed.
- Prepares and maintains orders by verifying specifications, pricing, and obtaining appropriate approval from the requisitioning department or entity.

- Manage budgets for deployed equipment by acquiring quotes, making purchases, processing receipts, and reconciling invoices with purchase records.
- Obtain purchased items by forwarding orders to suppliers and monitoring and expediting orders.
- Lead the resolution of receipt and invoice discrepancies, product returns, and exchanges.
- Support, manage, and administer contracts for the purchase of IT software, application services, and products across the organization.
- Research and provide recommendations for new vendors and peripheral alternatives.
- Negotiate pricing, terms and conditions of purchase, and warranties of goods and products with key suppliers and vendors.
- Investigate equipment or software under consideration to determine return on investment (ROI) and total cost of ownership throughout the product lifecycle. Assist in forming procurement strategies to optimize technology spending across the organization.
- Monitor and analyze trends in spending and inventory control to develop procurement strategies, identify areas for savings or optimization, and make recommendations.
- Serve as a backup for Project Managers by managing small to medium projects with low complexity, scope, and budget. Examples include: Complexity: about two Vendor interfaces, about three systems required to be integrated, about three stakeholders. Scope: about five members on the project, about five organizations, about two vendors. Projects that are short in nature, weeks to months in length. Budget: around $100K per project
- Maintain systems tracking licenses, warranties, service agreements, and contracts for hardware, software, and other assets. Plan, monitor, and record software licenses and/or hardware assets to ensure compliance with vendor contracts.
- Assure timely and accurate addition, disposition, and replacement of assets.
- Communicate asset management strategies clearly and effectively to team members and stakeholders.
- Coordinate with accounting staff and follow standard tracking, reconciliation, and coding methods for various asset types.
- Identify and explore opportunities to maximize or fully utilize underused IT assets for optimal efficiency and ROI.
- Collaborate with vendors and internal/external auditors to ensure compliance with licensure, certification records, and accounting processes.
- Conduct assessments of IT issues; troubleshoot, evaluate, and resolve various routine hardware, software, telecommunications, audio/visual, and peripheral equipment problems. Escalate issues when appropriate and act as a liaison with higher-level staff or divisions as needed.
- Coordinate with IT divisions to implement and monitor hardware/software upgrades, patches, security protocols, and backup/recovery processes. Install and test upgrades and patches; develop utility programs as needed for smooth integration.
- Perform system quality assurance activities, test and troubleshoot system issues, and execute testing plans to validate functionality and resolve issues.

- Perform operating system and software installations, routine backups, upgrades, and other hardware/software support tasks.
- Assist in developing long-term strategies and capacity planning to meet future hardware and organizational needs.
- Coordinate with third-party support and vendors to resolve technical issues with desktop equipment and software.
- Stay informed on advancements in computing technologies and analyze technology reviews.
- Provide training and guidance to team members, junior staff, and IT interns.
- Provide after-hours technology support as assigned.
- Handle sensitive and/or confidential records, plans, documents, or decisions while maintaining confidentiality.
- *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

- Bachelor’s Degree in Computer Science, Information Systems, or related field.
- Two (2) years of increasingly responsible experience in functional areas stated above.

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

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 typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials and products handled in the course of performing essential duties vary but may include files, forms, reports, various other paperwork, a wide variety of basic office supplies and equipment.