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IT Senior Technician

JOB CODE	JOB FAMILY	PROFILE
JCV529	**Information Technology**	**IT Senior Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$23.67 - $36.68**	**October 19, 2026**

The Senior IT Technician serves on the Customer Solutions and Services (CSS) team, providing technical support for assigned technology areas. Troubleshoots and resolves system and application issues related to the maintenance and administration of hardware and software. Acting as a first or second-level responder, the technician sets up, maintains, and monitors information systems—including networks, peripherals, operating systems, and user applications. They plan, implement, and monitor upgrades, patches, security measures, and backup/recovery processes, and install, configure, and manage both commercial and internal applications.

Job Description

DUTIES AND RESPONSIBILITIES

- Conducts an assessment of IT problems either on-site or remotely; investigates, troubleshoots, evaluates and resolves a variety of routine computer hardware, software, telecommunications, audio visual and peripheral equipment problems; determines whether a problem needs to be escalated to a higher-level staff member; and becomes a point of contact for any other higher-level Staff member or division if needed.
- Performs routine information system security duties performing updates and patches; implements network and data security standards in accordance with pertinent policies.
- Coordinates and plans with other IT divisions to implement and monitor hardware and software upgrades, patches, security, and backup/recovery processes. Acquires new or upgraded hardware and software, uses appropriate tools to install and test updates, and may develop utility programs to ensure compatibility with existing systems. Determines and documents installation parameters to support smooth integration, transition, and operational efficiency.

- Performs various system quality assurance activities; tests and troubleshoots system issues using appropriate technology; executes testing plans to validate functionality and resolve issues.
- Performs installation, operation and maintenance of computers and peripheral equipment; monitors routine system parameters such as response time and general performance; tests and sets up basic hardware and software configurations; performs basic maintenance and repair on system components.
- Performs OS and software installations, routine system backups, upgrades and/or other hardware/software support activities; connects computers to networks, printers, scanners and other peripheral equipment.
- Trains audio visual and desktop users regarding routine technical processes; provides information on basic system and application functions; explains user access rights.
- 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.
- Assists in developing long-term strategies and capacity planning for meeting future hardware and organizational hardware needs.
- Coordinates with third-party support and PC equipment vendors to resolve technical problems with desktop computing equipment and software.
- Stays updated on new developments in, and analyze reviews of, computing technologies.
- Updates and maintains the computer inventory and equipment.
- Provides guidance/training to team members and lower-level staff.
- 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 may require travel to other locations.
- Primary work surface is an even, dry, carpeted, or tiled floor.
- 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.