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IT Technician Lead

JOB CODE	JOB FAMILY	PROFILE
JCV608	**Information Technology**	**IT Technician Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$26.96 - $41.80**	**August 28, 2026**

GENERAL

The IT Technician Lead serves as a lead technician in the Customer Solutions and Services (CSS) division. Performs advanced, specialized technical work requiring deep expertise and an understanding of complex technology processes. Exercises a high level of independent judgment and authority. Mentors, supervises, and trains lower-level staff on policies, procedures, and best practices. Leads project teams and provides subject matter expertise in information systems, including user requirements, feasibility analysis, system design, testing, implementation, and support. Performs other related duties as assigned.

AV SUPPORT

The IT Technician Lead serves as a lead technician in the Customer Solutions and Services (CSS) division and supports corporate events, conferences, and live/recorded presentations by installing, maintaining, and troubleshooting audiovisual (AV) systems.

Job Description

DUTIES AND RESPONSIBILITIES

- General
- Mentor and train team members to improve technical knowledge, skills, and performance.
- Provide leadership by sharing information, giving feedback, and offering coaching.

- Direct work assignments, resolve issues, and train lower-level staff as needed.
- Conduct quality assurance by monitoring interactions between team members and customers, and provide constructive feedback on technical solutions, soft skills, and best practices.
- Monitor workload queues, assign service requests and projects, and help establish priorities.
- Assess and troubleshoot outages or technical issues; determine whether to escalate to senior staff or other IT divisions; serve as the single point of contact (SPOC) for cross-communication.
- Handle escalated customer support issues with a focus on customer satisfaction.
- Manage escalated service requests from entry- and intermediate-level staff.
- Serve as project lead for system upgrades and maintenance tasks.
- Research new technologies and provide recommendations.
- Perform hands-on technical upgrades, installations, and deployments.
- Coordinate with other Technology Services teams to ensure high-quality service delivery.
- Support the testing and deployment of new applications and systems.
- Inform management of existing or potential production issues; maintain logs; communicate with technical staff and user departments regarding schedules, documentation, and testing.
- Act as a primary resource for problem identification, management, and resolution.
- Evaluate and test emerging technologies and recommend tools or solutions beneficial to county operations.
- Update and maintain computer inventory and related equipment records.
- Provide feedback on IT processes and suggest improvements.
- Supervise, direct, and lead the team in the absence of the manager.
- Provide 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.***
- AV Support
- Install, configure, and troubleshoot audio visual equipment including projectors, sound systems, video conferencing tools, and display screens.
- Perform routine maintenance and repairs on AV systems to ensure optimal performance.
- Manage cabling, wiring, and schematics to support system setup and upgrades.
- Diagnose software issues related to AV hardware and resolve technical problems efficiently.

- Support field service operations by traveling to client sites for installation, troubleshooting, and maintenance tasks.
- Collaborate with clients to understand their AV needs and deliver tailored solutions.
- Maintain detailed documentation of system configurations, schematics, and maintenance records.
- Ensure safety protocols are followed during all installation and maintenance activities.
- Provides leadership by disseminating information, providing feedback, advising and coaching.
- Provide work direction, problem resolution, and training to lower level team members as needed.
- Conducts assessment of problems or unforeseen outages; investigates, troubleshoots, evaluates and determines whether a problem needs to be escalated to a higher level IT staff member or division; will be the single point of contact (SPOC) of any cross-communication needed between management and all IT divisions involved with resolution.
- Handle escalated customer support issues efficiently keeping customer satisfaction high.
- Serve as project lead on AV system upgrades and maintenance.
- Research new technologies and make recommendations.
- Perform hands-on technical upgrades and deployments.
- Coordinates with other Technology Services teams as necessary to ensure excellent service.
- Support in testing and deployment of new applications and systems.
- 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.
- Provide feedback on processes and make recommendations on areas to improve.
- 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.
- Four (4) years of experience in technical support or systems administration, including troubleshooting hardware and software issues, validating system data and functionality, implementing applications, or supporting local and wide area network operations.

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

- High School Diploma or GED.
- Four (4) years of experience in audio visual or related technical support, including installation, maintenance, and troubleshooting of AV equipment and systems, and providing technical support to users or teams.

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:

- Employee must successfully complete the post-offer employment medical examination and background investigation.
- Employee must comply with the safety guidelines of the County.
- Employee must complete required FEMA training(s) as assigned to position.
- Depending upon assignment, some positions in this class may require possession of a valid New Mexico driver's license.

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 evening, holiday 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.