Human Resources
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Network Technician Senior

JOB CODE	JOB FAMILY	PROFILE
JCV620	**Information Technology**	**Network Technician Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$25.97 - $41.04**	**August 28, 2026**

The Network Technician Senior performs advanced, specialized work of a professional nature, utilizing skills that require technical expertise and an understanding of complex analytical procedures, programming, and systems processes. The incumbent works with a significant amount of independent authority and judgment, may lead project teams, or provides expertise in systems analysis, including defining user requirements, conducting feasibility studies, and overseeing design, testing, and implementation.

Job Description

DUTIES AND RESPONSIBILITIES

- Mentors and trains team members to help develop and improve knowledge, skills and performance.
- Provides leadership by disseminating information, providing feedback, advising and coaching.
- Provide work direction, problem resolution, and training to lower-level team members as needed.
- Performs quality assurance of lower-level team members by monitoring agent interactions with customers and provide constructive feedback on both technical solutions, soft skills best practices and best operational and security practices.
- Monitors workload queue and assigns service requests and/or projects to team members when necessary and helps define priorities.
- 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.
- Handles service request escalations from entry and intermediate level positions.
- Serve as project lead on various 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.
- Acts as a primary resource for problem management and resolution.
- Researches, evaluates, tests and recommends new technologies beneficial for county employees.
- Update and maintain the computer inventory and equipment.
- Provide feedback on processes and make recommendations on areas to improve.
- Supervises, directs, and leads the team in the absence of the manager.
- Provides after hours' technology support as assigned.
- May handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- *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 diagnosing hardware and software problems, writing queries, validating system data and interfaces, implementing applications, or supporting LAN/WAN operations.

*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 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.