NEW MEXICO JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY
Under general supervision, perform technology support and analysis in one or more of the areas of specialization. Areas of specialization include client, field and/or applications support.

QUALIFICATIONS
Education: Bachelors' degree in business administration or management, project management, computer science, information technology (IT)-related engineering or other related field.

> **Education Substitution**: Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

Experience: Zero.

Knowledge Applicable to All Areas of Specialization - Knowledge of computer best practices; computer software; computer and peripheral hardware; word processing, spreadsheets, report writers, e-mail, structured query language; current systems analysis and design; hardware and software technical requirements and specifications; tools and techniques of troubleshooting; desktops and laptops.

Knowledge: <u>Client Support</u> - Knowledge of installation, configuration, maintenance and testing of operating systems, software applications, drivers, utilities, remote management tools, routers, switches and hubs and specific software on servers; computer programming languages; imaging software and techniques; network design; protocols and standards models; current methods of ensuring the network is secure; network monitoring tools; port blocking and fire walls. **<u>Field Support</u> -** Knowledge of hardware and software installations, client server operating systems and functionality of application; the interdependence of software, operating systems, hardware and user requirements; functional operations. **<u>Application Support</u>** - Knowledge of database software; database structure, maintenance operations, table layout and construction and functionality of application; data standards; application's front-end data entry screen designs, functions and back-end data storage design; statistics and data collection techniques.

Skills & Abilities Applicable to All Areas of Specialization - Skill in applying technical concepts as they relate to computer principles, practices and techniques to resolve computer networking, printing, applications, hardware and personal computer problems; interviewing end users to discover need or problem and resolving issue(s); communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing priorities; multitasking; meeting deadlines under pressure; working independently; report writing; planning and coordinating service requests based on urgency, impact and consequence to overall organization operations; interpreting and applying knowledge from technical manuals and publications; interviewing an end users to discover need or problem and interpreting and documenting information appropriately. **Ability to** participate in a team environment; research and analyze problems logically and recommend alternative courses of action; establish and maintain cooperative working relationships; troubleshoot; develop written instructions, training materials and manuals and provide hands-on training in the classroom; research and analyze problems logically and recommend alternative courses of action; show diplomacy and

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maintain confidentiality and flexibility; use work order/trouble tracking systems for documentation and task management. **Client Support** - **Skill in** assessing and configuring network hardware on the site or remotely; designing and maintaining a variety of directory structures. **Ability to** visualize the flow of data through computer systems; develop software and hardware replacement schedules, install, configure, and test protocols on various operating systems and platforms; write login scripts, use templates, map network drives, backup and restore data; secure servers. **Field Support** - **Ability to** install approved software and hardware. **Application Support - Ability** to correlate end user business processes to possible computer software solutions; design appropriate test scenarios and analyze results to identify problems.

EXAMPLES OF WORK PERFORMED

Applicable to All Areas of Specialization - Analyze end users' needs and resolve problems, troubleshoot and assist in problem resolution; work with other teams, end users, vendors, and technical support staff; resolve technical issues for end users; recommend new practices, processes, systems and technologies; work with end users to improve business processes; plan travel as efficiently as possible; serve as a point of contact for end users, vendors and staff to resolve computer hardware, operating system, software application, server, network and telecommunication related issues; document, prioritize, analyze and resolve problems to completion. **May** evaluate judicial entity staff training needs and present technology workshops and conferences for end users, site coordinators and field technical staff.

Client Support - Plan and organize initiatives to integrate, upgrade, replace, install and configure computer hardware, operating systems, software applications, servers, network and telecommunications equipment; recommend new practices, processes, systems and technologies; provide support for computer hardware, operating systems, software, servers and networks; implement emergency plans, including disaster recovery procedures and oversee assigned projects; oversee aspects as assigned of the Judiciary's computer network, including managing installations, and maintenance of all hardware and software; install, configure, analyze and test computer images to develop baseline production images for staff; evaluate images for compatibility against new and existing hardware, operating systems, software applications, servers and network topologies; maintain security on operating systems, software applications, and servers; download and install operating system security patches to protect against malicious attacks and vulnerabilities; update anti-virus definitions to protect against virus threats; administer end user accounts to ensure secure passwords and permissions are applied to files and folders to protect data; maintain, diagnose and resolve problems with servers; migrate data from one server to another; maintain directory structures on servers; create, configure, verify and maintain tape backup jobs to protect and preserve data stored on desktops, laptops and servers; restore or retrieve data from backup tapes if requested; set up, configure and maintain computer networks and related equipment.

Field Support - Provide technology support to end users at local and remote judicial entity locations; install, test, maintain and resolve networked and non-networked computer hardware and software; configure and resolve problems with video equipment for video arraignment; respond to end users requests via work order/trouble tracking system for technology support; provide daily consultation regarding proper use of technology resources to end users in a multi-vendor, multi-platform environment; analyze end users' needs and resolve problems; set up, configure and test delivered equipment to ensure proper operation; work with other teams (internal and external), vendors, technical

support and other resources to resolve technical issues for end users in a multi-vendor, multi-platform environment; auditing software; take hardware inventory; travel to judicial entities at remote locations to provide technology support; plan travel as efficiently as possible; work with end users to streamline and improve business processes; analyze current process, information gathered and reports generated; augment existing processes or develop new processes for day-to-day operations; package computer equipment in a safe, secure manner, and arrange transport via an approved carrier; receive and inspect received items for damage; deliver items to local and remote judicial entities; and develop training manuals and document procedures for judicial entity applications, processes and forms.

Application Support - Provide technology application support; design, define, analyze and implement application software and new application processes; review requests for application enhancements, identify needs and review existing application to ensure current application is being used to fullest extent; execute test cases with various business process scenarios on applications and subsequent upgrades/modifications; report test failures and bugs to the vendor or developers; work with end users to streamline and improve business processes; develop, test, document, and train end users on revised or new business process using judicial technological applications; document judicial entity applications and customization to judicial applications; identify database table modifications required; work with end users to identify data quality and application problems, analyze the source of the problems using past and current practices; install, configure and document judicial entity and financial software; work with end user and IT staff to develop methodology and identify relevant data for an electronic interface with judicial entities and the central repository; maintain a judicial entity software repository; provide end users with application documentation, processes, and correct data entry procedures; analyze hardware and software needs, table structures and data, procedures, data entry screen flow and required functionality; write specification goals and functions, table structures and relationships and outline basic output screens and reports while identifying time lines and constraints for review and approval by management; coordinate with judicial entity and database administrators to perform routine maintenance and to apply application upgrades and modifications; maintain judicial entity data server workstations including user accounts and security; write reports using a report writer and SQL; document, implement and maintain the judicial entity web site; test results to confirm output meets requirements and load reports on computers; develop and maintain database tables for applications; assist in the installation and support of external applications and related interfaces.

WORK ENVIRONMENT AND PHYSICAL DEMANDS
The following functions are representative of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job.

Work is performed in an office, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor

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and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.

Field Support - The employee may be required to drive to remote judicial entities in a state-owned vehicle.

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