City of Anthony

New Mexico

The City of Anthony, NM is accepting applications for the following position:

IT ASSISTANT
Department: IT
Reports to: City Manager
FLSA: Classified Hourly Full Time
Pay Band: B5 ($18.50-$30.54)

MINIMUM QUALIFICATIONS:
High School diploma or equivalent and a valid New Mexico driver's license with a clear driving record in accordance with the City of Anthony, NM policy. Must pass a thorough background check. One year of working with the public or successful completion of course work in library practices and principles or combination of experience and training.

Applicant must submit:
Letter of Interest
Resume
City of Anthony application: https://www.cityofanthonynm.com/forms/
Three verifiable references

A complete job description is available at City Hall – 820 HWY 478, Anthony, NM or by contacting the City at (575) 882-2983 or website www.cityofanthonynm.com

Application deadline **December, 22 2023 at 4:00 pm.** Packets may be submitted in person at City Hall: 820 Highway 478, Anthony NM 88021 or by email to jobs@cityofanthonynm.org with subject line: **IT ASSISTANT**

Benefits include: 13 paid holidays annually; retirement through Public Employees Retirement Association of New Mexico (PERA); Paid Employee Assistance Program (EAP), paid Sick Leave

Posted on 12/07/2023.

Description

The PC Technician's role is to support and maintain in-house computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required as well as maintaining social media, bank website and other duties as assigned.

Responsibilities

Strategy & Planning
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- Support development and implementation of new computer projects and new hardware installations.
- Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.
- Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.

Acquisition & Deployment
- Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.
- Write technical specifications for purchase of PCs and related products.
- Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.

Operational Management
- Work with end users to identify and deliver required PC service levels.
- Liaise with, and provide training and support to, end users and staff on computer operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.

- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
- Monitor and test PC performance and provide PC performance statistics and reports.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- If necessary, liaise with third-party support and PC equipment vendors.
- Provide guidance to junior members of the team if required.

Position Requirements

Formal Education & Certification
- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.

Knowledge & Experience
- Excellent technical knowledge of network and PC hardware, including Microsoft platform.
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience with PC's.
- Working technical knowledge of current network protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC issues and products as required.
- Working knowledge of social media, design and web based marketing.

Personal Attributes
- Effective interpersonal skills and relationship-building skills.
- Strong written and oral communication skills.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Self-motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to work in a team-oriented, collaborative environment.
- Strong customer-service orientation.

Work Conditions

- On-call availability.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.

_____   _____

Employee Signature   Date

_____   _____

Supervisor Signature   Date