



Job Title: Technical Support Technician I
Department: IT
Reports to: IT Infrastructure Manager

Position Summary:

The Technical Support Technician’s primary role is the initial point of contact for all IT-related issues arising from within the company or from external stakeholders. This position attempts to correct all issues first or escalate to the necessary personnel within IT if it falls outside of expertise. Alongside these duties, the Technical Support Technician assists the Administrators with all technical matters pertaining to the maintenance of hardware or software. Maintains organization of IT spaces and inventory.

Essential Functions:

- Log and respond to internal and external user issues.
- Maintain software in terms of updating, upgrading, patching as directed.
- Maintain hardware in terms of upgrading, fixing, or replacing as directed.
- Maintain IT spaces and inventory.

Job Qualifications

Education:

High School diploma or equivalent required.

Experience:

0-2 years of directly related experience in helpdesk or technical support function.



Required Skills/Abilities:

- Working knowledge of computers and Microsoft Windows desktop operating systems and Microsoft Office productivity suites

Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

Working Conditions:

- **NEW MEXICO MUTUAL** maintains general office conditions with moderate physical demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work related accident.
- Exposure to VDT screens.