



Job Title: IT Support Technician II

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 must be able to communicate effectively with end users of varying levels of technical sophistication in order to assure that their technology needs are met. This position attempts to correct all issues first or escalate to the necessary personnel. Alongside these duties, the Technical Support Technician assists the Administrators with all technical matters pertaining to the maintenance of hardware or software. This position maintains the organization of IT physical spaces, and both physical & software inventory.

Essential Functions

- Log and respond to internal and external user issues through company's ticketing system
- Maintain software in terms of updating, upgrading, patching as directed
- Maintain hardware in terms of updating, upgrading, patching as directed
- Handle basic Active Directory troubleshooting
- Solve basic network, email, and PC issues for end users
- Solve mobile device issues for end users
- Communicate with end users to help them utilize technology most efficiently
- Maintain physical and software inventory

Job Qualifications:

Education:

Associate's Degree in Computer Science, Information Systems, or related discipline from an accredited institution

Experience: 3 or more years related experience

Required Skills/Abilities:

- Strong analytical and problem-solving skills
- Ability to build and maintain relationships with technical and non-technical personnel
- Ability to manage multiple tasks simultaneously



- Strong verbal & written communication skills

**Specialized Knowledge, Licenses,
etc.: Demonstrated proficiency in:**

- Working knowledge of computers and Microsoft Windows desktop operating systems and Microsoft Office productivity suites
- Active Directory
- Working knowledge of Linux Operating systems
- A+, Network+, and MCITP/MCTS or equivalent certification(s)

Values and Mission:

Adhere to values and mission by demonstrating Service Excellence, Trust, Ownership, “One team” orientation and Boldness in thought and action.

Positive Attitude:

Develop and maintain a positive work environment by behaving and communicating in a manner that fosters good relations with clients, customers, co-workers, and management.

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; pre-employment drug testing prior to employment, as well as upon a work-related accident.
- Employees have exposure to video display terminal (VDT) screens.