

City of Truth or Consequences
Human Resources Office
505 Sims St
Truth or Consequences, NM 87901
PH:(575)740-7554

Job Advertisement

PART TIME IT SUPPORT ANALYST

The City of Truth or Consequences has an opening for the position **PART TIME IT SUPPORT ANALYST**. Must be detail-oriented and very customer friendly.

See the **Job Description for full requirements and representative duties.**

The pay rate is set to our salary schedule, plus benefits. Applications and Job Descriptions are available from the City's Human Resources Office, 505 Sims Street T or C, NM 87901, tel. # (575) 740-7554, or on the City's Website at www.torcnm.org. EOE **Deadline for applications to be returned to City's HR Office Until 01/31/2025.**

PUBLISH:

Sentinel	January 16, 2025
	January 23, 2025
	January 30, 2025

POSTED:

City's Website	01/15/2025
Indeed.com	01/15/2025

City of Truth or Consequences
Human Resources Office
505 Sims St
Truth or Consequences, NM 87901
PH:(575)740-7554

pdate 01/14/2025

POSITION DESCRIPTION

Class Title: IT Support Analyst
Department: Finance

Classification: Class 21
Status: Classified

GENERAL PURPOSE:

To provide IT support to all City personnel departments. Analyze, establish, monitor, update and maintain information technology systems and services.

SUPERVISION RECEIVED/GIVEN:

Under supervision of the Finance Director and/or assigned Supervisor. This position does not have supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develops open communication with staff and provides solutions in a quick and efficient manner when possible.
2. Creates and updates a framework for property user profile interfaces as they relate to Company systems and networks.
3. Analyzes hardware, software, and computer system functional specifications to determine property and business needs. Partners with property leadership to implement products, systems, and specifications from analysis outcomes.
4. Performs the installation, repair, and preventative maintenance of personal computer equipment and related systems.
5. Performs root cause analysis, develops checklists for typical problems, creates procedures and internal control changes for problem failure prevention and develops a plan of action in case of network failures.
6. Creates standard operating procedures and user guides and contributes to technical procedural documents before they are published.
7. Demonstrate creativity in analyzing issues, determining application testing, and in recommending solutions to complex IT scenarios.
8. Performs user administration duties as needed, including but not limited to account activation, termination, and local system administration
9. Performs installation, repair, and maintenance on audio-video systems, kiosks, and other embedded systems as needed.
10. Responsible for responding to, documenting, and resolving service issues promptly according to applicable service level agreements (SLAs).

11. Resolves and tracks simple and complex end-user software/hardware computer problems and identifies technology needs that will improve business processes.
12. Responsible for operation and programming of phone systems, including but not limited to, moves, adds, changes, providing updating phone lists, wire installation, and systems analysis and
13. Assists with inventory control for all hardware/software; maintains equipment organization to help expedite service.
14. Supports, promotes and demonstrates superior customer service per department and company standards and programs.
15. Assists with the remote access process when vendors need to provide support for upgrades and troubleshooting issues.
16. Serves as a department liaison with external vendors to improve customer service and reduce issues within the IT environment.
17. Responsible for ensuring compliance with all regulatory compliance within the area of responsibility and reporting potential issues to management.
18. Perform all job duties in a safe and responsible manner.

MINIMUM QUALIFICATIONS:

Education and Experience:

1. An associate's degree in computer science or related field. Or a minimum of 5 years' experience.
2. Three (3) years' experience in related experience, training or equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of a wide variety of technologies to effectively support end-user technical needs including computing devices, operating systems, network technologies, printers and peripherals, and a variety of software applications (desktop, client-server, browser-based, etc.);
2. Experience in operating systems, software tools, and project management methodologies required. Such as safety rules, operating and maintenance instructions, and procedure manuals.
3. Must be highly proficient in all Microsoft applications.
4. Must have a working knowledge of current Windows operating systems.
5. Must have a working knowledge of networking fundamentals and Microsoft active directory administration.
6. Must have experience supporting current Microsoft Office suites, troubleshooting computer hardware, software, and operating systems, and performing computer imaging and restoration.
7. Willing to learn basic Tyler system new staff set up and log in.
8. Must have excellent verbal and written communication skills.
9. The ability to present information to interact with guests, staff, and colleagues and resolve problems and conflicts in a diplomatic and tactful manner. Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

REQUIREMENTS /CERTIFICATIONS/LICENSES:

1. Valid New Mexico Driver's License.
2. Must successfully pass the pre-employment drug and alcohol testing.
3. Employees must be able to qualify for licenses and permits required by federal, state, and local regulations.

PHYSICAL FUNCTIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to stand and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms and talk or hear. Specific vision abilities required by this job include close vision, color vision, and peripheral vision.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds, and must have the ability to push, pull, reach, bend, twist, stoop, stack, crouch, kneel and balance when performing job duties in varying work areas such as confined spaces.

WORK ENVIRONMENT:

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate to loud. May be subject to implement weather conditions.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, and reference check; job-related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

