



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-068
INFORMATION TECHNOLOGY
HELP DESK TECHNICIAN II**

Position Title:	Help Desk Technician II	Pay Level:	\$24.00-\$36.00
Position Open Date:	10/27/2026- Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Information Technology
Supervisor:	Director, Information Technology		

POSITION SUMMARY:

Responsible for selection, installation, maintenance and provision of user assistance for personal computer and network equipment; develop interfaces between departmental equipment and other Pueblo computer systems.

Under general direction, performs basic and advanced computer related duties such as analyzing, troubleshooting, and resolving technical operational problems, installs and maintains hardware, peripheral equipment and software; provides informal and formal training to users on system implementation and operations; performs other related duties assigned by supervisor.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High school diploma or General Equivalency Diploma (GED) and two (2) years of experience in installing and troubleshooting personal computer and network hardware and software and Microsoft Certified Professional (MCP) or Cisco Certified Entry Network Technician (CCENT). Preferably associate's degree; in computer science, information systems or a field related to the work.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting and use standard equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 50 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Installs, tests, documents and maintains local area network systems; troubleshoots resolves hardware and software problems.
- Performs install, tests, documents and maintains personal computer systems; assists users in determining their hardware and software needs; installs and customizes software and ensures that vendor hardware and software are functioning appropriately.
- Installs and maintains communications systems between departmental personal computer and network systems and other Pueblo computer systems; troubleshoots problems and ensures proper operation of hardware and software.
- Upgrades and modifies operating systems by installing new vendor releases.
- Confers with users to determine information system needs; research vendor hardware and software options; ensures that potential acquisitions coordinate with existing hardware, software; ensures that there is proper written documentation and instructions for non-technical personal computer and network users.
- Maintains current knowledge of network hardware and software; makes recommendations for acquisition and upgrading.
- Uses standard office equipment in the course of the work; may drive a motor vehicle or be able to arrange for appropriate transportation to various work sites to perform on-site trouble shooting and attend meetings.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Establishes work priorities, schedules and project plans; tracks project status and reviews work in progress; gives periodic updates to internal staff and user department staff.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge:

- Local area network hardware and software capable and installation techniques.
- Documentation and user instruction methods and techniques.
- Standard personal computer system hardware and business application software operating capabilities and limitations.
- Use of specified computer applications involving word processing, office automation and/or standard report generation.
- Selection and installation of personal computers and network hardware and software.
- Standard office practices and procedures.
- Records management principles and practices.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- communicating effectively in oral and written forms.

Skill in:

- installing, maintaining and troubleshooting network and hardware and software.
- Analyzing user needs and evaluating and recommending appropriate hardware and software purchases.
- Installing, maintaining and troubleshooting personal computer hardware and software.
- Troubleshooting and correcting computer hardware and software problems.
- Maintaining accurate records of work performed.
- Preparing clear and concise documentation, user instructions, reports, correspondence and other written materials.
- Using initiative and independent judgment within established procedural guidelines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpuablo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024