

Job Title: Computer Specialist III – Network Administrator**Department: Legislative Council Service****Salary: \$48,154 - \$75,905 BOE****Reports to: Legislative Information Systems Manager****Effective Date: October 1, 2022**

The Legislative Council Service (LCS), created by statute in 1951, is the legal drafting and research agency for the New Mexico Legislature. The LCS serves all members of the legislature in a nonpartisan and confidential manner without regard to political affiliation, seniority or leadership position. The LCS supports the legislature in the proper performance of its constitutional duties and works to uphold the legislative branch as a separate and coequal branch of government. LCS staff also draft legislation for executive, judicial and other state entities and serve as a central contact point for the public seeking information from the legislative branch. Employees work in a professional setting in the State Capitol. Travel within New Mexico is required during legislative interims. During legislative sessions, the LCS is available seven days per week, and long hours are the norm.

Job Summary:

The Computer Specialist III is responsible for preparing reports, documentation, communication, presenting work results and providing technical support, whether local or remote. The Computer Specialist III provides user support, hardware and software installation, research and session support for the LCS and other legislative agencies. Work is under direction of the Legislative Information Systems (LIS) Manager. Guidelines include computer, technical and operating equipment manuals; agency policies and procedures; and computer operations standards and procedures of system administration.

Duties/Responsibilities:

- Coordinates and staffs the LIS help desk for the legislature, providing first and second line support.
- Troubleshoots hardware and software problems, conducts ongoing testing of emerging technologies for the system and handles hardware and software upgrade testing.
- Coordinates software training and assists in computer training projects.
- Handles a number of general network duties, such as: adding new users; configuring rights and file permissions of network users and groups; loading software; assisting in the updating of NMOneSource.com and other applications; assisting in troubleshooting network issues; handling backup of and restoring network files; and other projects as assigned.
- Builds, installs, maintains and upgrades computer equipment as necessary.
- Under supervision, develops ability to support network infrastructure, including, as time and resources permit, A+ certification or obtaining A+ certification after one year of hire date.
- Maintains and updates the asset management program for inventory of all LIS and legislative agency-owned hardware and software.
- Provides quality customer service with effective communication.
- Creates LIS-related solutions and proper documentation.
- Advises, tests and creates computer images.
- Diagnoses technical problems remotely or in person.
- Plans, designs and implements Wi-Fi solutions and maintenance.

- Provides end user security campaigns and monitoring.
- Ensures the stable operation of computer networks, including planning, developing, installing, configuring, maintaining, supporting and optimizing all network hardware, software and communication links.

Required Skills/Abilities:

This position requires an individual who is available to work extended hours seven days a week during legislative sessions, under significant time pressure and stress. Additionally, the position requires the following:

- Ability to maintain neutrality and confidentiality in a political environment.
- Ability to work collaboratively as a team as well as independently.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent time management skills, with a proven ability to meet deadlines and prioritize tasks.
- Strong analytical and problem-solving skills.
- Ability to function well in a fast-paced and, at times, stressful environment.
- Understanding of the software development process and documentation.

Education and Experience:

- Graduation from an accredited high school, or its equivalent, and any combination of general college education, systems analysis, computer science or closely related field totaling at least three years.
- Considerable knowledge of computer systems, systems analysis and applications, data cabling and fiber protocols.
- Understanding of the agencies to be served and of their installed programs, procedures and methods.
- Knowledge of data processing theory and applications and the functions, uses and limitations of computers and peripheral equipment.
- The ability to utilize diagnostic equipment to run tests and to logically analyze and solve problems on networks.

Physical Requirements:

Employees work in a general office setting. Some lifting and carrying of files, boxes and computer equipment weighing up to 50 pounds is common.

Working Conditions:

Employees work in a professional office setting in the State Capitol. During legislative sessions, the agency is open seven days a week, long hours are the norm and staff may be on-call depending on session demands. Travel and additional hours are sometimes required, more so for interim committee staff.

Legislative employees are exempt from the Personnel Act and from the federal Fair Labor Standards Act of 1938. No overtime pay is provided to regular, year-round staff. Compensatory time is provided at the discretion of the LCS Director for some of the additional time worked during session.