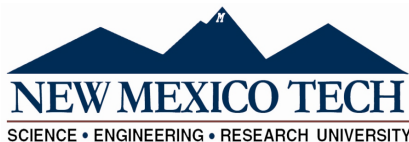


Posted: June 3, 2026



POSITION ANNOUNCEMENT

TITLE: IT SUPPORT TECHNICIAN **DEPT: ITC**

REG **TEMP** **FULL TIME** **PART TIME**

STARTING RATE or SALARY RANGE \$18.00-\$22.00

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

All regular positions also entitle the employee to several benefits including health, dental, vision, life insurance, and retirement which is largely paid by New Mexico Tech for the employee and dependents.

INTERNAL POSTING THROUGH: Concurrent* CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB SUMMARY:

The IT Support Analyst, Endpoint Support Services (ESS), as part of the Client Systems and Support Department (CSSD), provides support related to end-user computing, peripheral devices, printers, and baseline software applications. This can include staging of new equipment for deployment across campus, bench testing, troubleshooting, and repair of computing equipment, forensic support and data recovery, as well as onsite deployment of resources. The IT Support Analyst (ESS) supports end-user support via requests from the Service Desk, including end-user support, periodically back-filling the Service Desk, and providing support to the business office related to service billing. The IT Support Analyst (ESS) also supports the development of standard operating procedures and documentation of technical procedures for the CSSD. Additionally, the position supports the Cybersecurity team via investigation and forensic data collection as needed. Lastly, the IT Support Analyst (ESS) supports the 24x7 availability of critical university IT services via periodic on-call rotation outside of business hours. The IT Support Analyst (ESS) is a user- and customer-facing position, and plays an important part in the overall perception of the department.

JOB FUNCTIONS:

Stage, troubleshoot, repair, install, and maintain computing devices, peripheral equipment, printers, and baseline software.

Service desk and end-user support

Documentation, development of standard operating procedures, and billing support.

Provide investigation and forensic support to the Cybersecurity team Supervise and mentor student technicians

REQUIRED QUALIFICATIONS:

High School (or GED) level ability in spelling, grammar, composition and math. Proficiency with computers, computing technology, and the setup and deployment of associated peripherals. Proficiency in the building, troubleshooting, or repair of computing devices (e.g., desktops, laptops, etc.) Proficiency in the deployment,

configuration, and use of Windows, Linux, and/or Macintosh operating systems. Knowledge of networking, networking equipment, and network configuration in a business, educational, or enterprise environment. Proficient in working with office and productivity software (e.g., Microsoft Office, Google Workspace, etc.) Strong motivation for customer service and end-user support.

DESIRED QUALIFICATIONS:

Associates degree in Information Technology or closely related field. The degree requirement can be waived at the hiring supervisor's discretion based on at-least four years of relevant experience, plus one or more relevant certifications. Experience with enterprise service desk software and billing systems. Proficiency in managing Microsoft Active Directory. Other certifications (e.g., Google IT Support, ITIL, M365 Fundamentals, CompTIA A+, etc.) are desired but not required.

LIFTING REQUIREMENTS:

(f)requently, (o)ccasionally, or (s)eldom

0 - 15 pounds	F
15 - 30 pounds	F
30 - 50 pounds	F
50 - 100 pounds	O
100 + pounds	S

PHYSICAL DEMANDS:

Standing 20%	Sitting 15%	Walking 20%	Pulling 5%
Pushing	Lifting 10%	Stooping 15%	Kneeling
Crawling	Climbing 10%	Reaching 5%	Other

Apply to: nmtjobapps@npe.nmt.edu