



**PUEBLO OF LAGUNA  
DEPARTMENT OF EDUCATION**

P.O. Box 207  
Laguna, New Mexico 87026  
(505) 552-6008

**Vacancy Ann.: #10-2025**

**Opening Date:** June 11, 2025  
**Closing Date:** Open Until Filled  
**Position Title:** IT Technician  
**Salary:** Per Salary Schedule

**DESCRIPTION OF WORK:**

The IT Support Technician works under the general supervision of the IT Manager. Duties include: setting up, maintaining and troubleshooting computer workstations and peripherals, installing and updating software, and responding to user requests for Information Technology support. The IT Support Technician assists the IT Manager in completing day-to-day activities related to LDoE's technology programs. The IT Manager may assign additional duties and special projects.

**MINIMUM EDUCATION, EXPERIENCE & LICENSURE REQUIREMENTS:**

High School Diploma required; **Preferred (at least one of the following)**

- Associates Degree in Computer Science, IT, Management of Technology (equivalent)
- IT certifications (MCSE, MCP, CCNA, A+, Network+, etc)

**OTHER REQUIREMENTS:**

**\*\*Must also have a current and valid State of New Mexico driver's license, be insurable, and no DWI convictions within the past five (5) years. Must pass a pre-employment drug/alcohol and background clearance check.**

**APPLICATION INSTRUCTIONS:**

Visit our website at [www.lagunaed.net](http://www.lagunaed.net); click on Employment for an application, job description and instructions.

Interested applicants may do the following:

- Email complete application packet with following required documents to [humanresources@lagunaed.net](mailto:humanresources@lagunaed.net):
  - LDoE Application – located on the LDoE website
  - Letter of Intent/Cover Letter
  - Resume
  - Copy of degree(s) and/or certificate(s)
  - 3 Letters of Recommendation - letters need to be dated one year to current (these letters can be sent to the HR email address)
- Or you may Mail your complete application packet with required documents to *Laguna Department of Education, ATTN: Human Resources, P.O. Box 207, Laguna, NM 87026.*

## **Pueblo of Laguna – Department of Education**

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### **Job Description**

**Job Title:** IT Support Technician -  
**Department:** Administration  
**Reports To:** IT Manager/Director  
**FLSA Status:** Exempt – Year Long

### **SUMMARY**

The IT Support Technician works under the general supervision of the IT Manager. Duties include: setting up, maintaining and troubleshooting computer workstations and peripherals, installing and updating software, and responding to user requests for Information Technology support. The IT Support Technician assists the IT Manager in completing day-to-day activities related to LDoE's technology programs. The IT Manager may assign additional duties and special projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Maintain a Service Desk to provide problem assessment, resolution, and troubleshoot user problems.
- Configure and install new desktop hardware and software.
- Connect computers to the local domain.
- Maintain System Network Access.
- Provide end user desktop support and troubleshooting
- Repair PC's, printers, and peripherals.
- Track, monitor and report on all IT assets to include PCs, servers, switches, and software licenses.
- Provide user and Help Desk training on feature/functionality of offered services, hardware use, software, etc.
- Manage system backup and recovery and data security practices
- Establish and maintain good working relations with vendors, and co-workers.
- Provides technology assistance and support to all LDoE programs
- Helps maintain, troubleshoot and upgrade network infrastructure, such as servers, switches, hubs, etc.

### **MINOR RESPONSIBILITIES:**

- Must be able to work nights and weekends on rare occasions to minimize interrupting normal business for upgrades, repairs, etc and to maintain 99.9% system uptime.
- Attends and participates in team and staff meetings, training, professional development activities and appropriate organized community events designed to promote collaboration

### **COMMUNICATION REQUIREMENTS:**

- Must have good interpersonal skills and a customer service approach.

- Frequent contact with LDoE staff and others, in-person, via email and phone, and also via written correspondence.
- Participate in meetings with LDoE staff, customers, and others.
- Must be accessible for some after-hour on-call support during busy times

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform all essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE:**

- HS Diploma
- Valid and current New Mexico Driver's License

### **Preferred (at least one of the following)**

- Associates Degree in Computer Science, IT, Management of Technology (equivalent)
- IT certifications (MCSE, MCP, CCNA, A+, Network+, etc)

### **SKILLS and ABILITIES REQUIRED:**

- Multi Tasking
- Microsoft Windows Server 2016
- Microsoft Windows 10 Professional
- Microsoft Office Products
- Anti-virus software
- Spam filtering
- PC Repair/Hardware installation
- Printer Installation, Maintenance, and Repair

### **PHYSICAL DEMANDS:**

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, walk, and sit. The incumbent must be able to speak and hear. The employee must have good visual acuity, and be able to read materials both on and off-line. The employee is required to use hands to write and operate computer technology, including a keyboard and mouse. Occasionally, the incumbent will be required to lift, carry, and/or move light to medium weights (10-50 pounds), such as computer equipment.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those that an employee typically encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The employee will work indoors, primarily in either an office or a classroom environment, sometimes in close proximity with students. There is a minor potential for exposure to safety and health hazards related to working with electronic equipment associated with this position. The noise level in the work environment is quiet to moderate. The job may involve travel to sites that are not wheelchair accessible.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, and/or abilities.

***This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.***