Middle Rio Grande Conservancy District
Classification Description

TITLE:	Help Desk Technician
FLSA:	Exempt
SALARY RANGE:	$50,000 - $65,000 annually
SUPERVISOR:	Information Systems Manager
DEPARTMENT:	Information Systems Department
ESTABLISHED:	August 2026

Position Summary:

Under the direct supervision of the Information Systems Manager, provide responsive, reliable, and customer-focused technology support across the District. This position supports a diverse technology environment that includes Windows and iOS devices, audiovisual and conferencing systems, enterprise applications, cloud services, on-premises infrastructure, and meeting and event technologies.

The Help Desk Technician serves as a primary point of contact for employees experiencing technology-related issues. The position installs, configures, maintains, troubleshoots, and supports hardware, software, accounts, systems, and peripheral devices while ensuring that technology services remain secure, available, and aligned with MRGCD's operational goals.

The successful candidate will demonstrate strong technical aptitude, excellent communication skills, sound judgment, professionalism, and a commitment to delivering exceptional customer service. This individual must be adaptable, collaborative, and capable of building trusted working relationships with employees, vendors, and other stakeholders.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Provide technical support to MRGCD employees for computers, mobile devices, software applications, printers, audiovisual equipment, conferencing platforms, and other technology resources.
- Respond to service requests and incidents in a timely, professional, and customer-focused manner.
- Diagnose and resolve hardware, software, network connectivity, account access, and application-related issues.
- Install, configure, deploy, maintain, and replace desktop computers, laptops, mobile devices, peripherals, and related equipment.
- Support Windows and iOS devices and commonly used productivity and business applications.
- Create, modify, disable, and troubleshoot user accounts, access permissions, licenses, and security groups in accordance with established procedures.
- Provide user support of technology in use of meeting rooms, presentations, videoconferencing systems, audiovisual equipment, and District events requiring technology assistance.
- Perform routine software updates, system maintenance, hardware upgrades, and endpoint configuration activities.
- Assist with monitoring health, availability, performance, and security of technology systems.
- Follow established cybersecurity, privacy, data governance, and records-management requirements to protect District information and technology resources.
- Document incidents, service requests, troubleshooting steps, system configurations, equipment assignments, and resolutions in the appropriate tracking systems.
- Develop and maintain technical documentation, user instructions, standard operating procedures, and knowledge base materials.
- Maintain accurate technology assets and inventory records throughout the equipment lifecycle.
- Coordinate warranty repairs, equipment replacements, and vendor support requests,

- Escalate complex incidents, security concerns, recurring problems, and infrastructure issues to the appropriate Information Technology staff or service provider.
- Assist with onboarding and offboarding employees by preparing equipment, configuring accounts, assigning access, and recovering District technology assets.
- Provide basic technology training and guidance to employees and promote effective use of District systems.
- Identify recurring issues and recommend improvements to technology services, support procedures, and system configurations.
- Participate in technology implementation, infrastructure improvement, cloud migration, security enhancement, and modernization projects.
- Collaborate with Information Technology staff, District departments, consultants, and vendors to resolve issues and support organizational priorities.
- Remain current on applicable technologies, cybersecurity practices, support methods, and industry standards.
- Must be available to respond to occasional after-hours technology incidents, scheduled maintenance, meetings, or operational emergencies.
- Perform other related duties as required.

Minimum Qualifications:

An associate degree in information technology, computer science, management information systems, cybersecurity, or a closely related field and one (1) year of relevant technical support experience. An equivalent combination of education, training, certifications, and directly related experience may be considered. Must possess and maintain a valid New Mexico Driver's License with no major traffic violations; and successfully complete a drug and alcohol screening and criminal background check.

Preferred Qualifications:

Experience providing technology support in a government, public-sector, utility, water-management, or similarly regulated environment. Experience with endpoint-management, remote-support, ticketing, asset-management, or mobile-device-management platforms. Familiarity with backup systems, disaster recovery, virtualization, storage, compute infrastructure, and cloud technologies. Experience supporting audiovisual systems, public meetings, board meetings, or organizational events. Familiarity with public-records requirements and the handling, retention, preservation, or production of electronic records.

Knowledge, Abilities, Skills, and Certifications:

Knowledge of:

- Desktop and laptop computer hardware and peripheral devices.
- Windows and iOS based operating systems.
- Microsoft 365 applications and services.
- Microsoft Azure and Microsoft Entra ID fundamentals.
- Mobile device configuration and support.
- Basic networking concepts, including TCP/IP, wireless connectivity, DNS, DHCP, and virtual private networks.
- User account administration, access permissions, and identity-management practices.
- Audiovisual, videoconferencing, and meeting-room technologies.
- IT service management and customer support practices.
- Hardware and software inventory and asset-management procedures.
- Data privacy, information security, records retention, and technology governance principles.
- Technical documentation and knowledge-management practices.

Ability to:

- Diagnose and resolve common hardware, software, application, account, and connectivity issues.
- Communicate technical information clearly to individuals with varying levels of technical knowledge.
- Provide courteous, patient, and professional customer service.

- Manage multiple assignments and prioritize work based on urgency, operational impact, and established service expectations.
- Exercise sound judgment and maintain confidentiality when working with sensitive information.
- Follow technical procedures, security requirements, and organizational policies.
- Work independently while collaborating effectively with team members, employees, vendors, and consultants.
- Learn new systems, applications, and technologies.
- Document work accurately and maintain organized technical records.
- Adapt to changing priorities and respond effectively to urgent technology needs.
- Identify opportunities to streamline processes and improve the reliability, security, and usability of the District's technology environment

Physical Demands:

While performing the duties of this job, the employee frequently is required to sit, stand, walk, bend, kneel, reach, and perform repetitive hand and wrist movements. Install, connect, relocate, and troubleshoot computers, monitors, printers, audiovisual equipment, and related devices. Safely lift, carry, push, or move technology equipment weighing up to 50 pounds, with or without reasonable accommodations. Communicate effectively in person, by telephone, through videoconferencing platforms, and in writing. Operate standard office and information technology equipment. Regular travel may be required to other District offices on a semi-regular basis. This would include driving and operating a District vehicle.

Work Environment:

Work is generally performed in an office environment but may require travel between District facilities and work sites. The position may require extended periods of computer use, working under desks or in equipment areas, climbing ladders, and transporting or installing technology equipment. The employee may occasionally be required to provide support outside normal business hours for system maintenance, meetings, emergencies, outages, security incidents, or other operational needs.