



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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VACANCY ANNOUNCEMENT

POSTING NO: 213004-26

OPENING DATE: 01/23/2026

CLOSING DATE: 04/23/2026

POSITION: PC Technician I **POSTED:** IN/OUT
PAY GRADE: NE7 (\$25.00/hr. - \$33.75/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: MIS
REPORTS TO: MIS Manager
BACKGROUND LEVEL: Child/Elder

JOB PURPOSE: Maintains, analyzes, troubleshoots, updates and repairs computer systems, hardware, software and computer peripherals; provides hardware, software, and network support for users according to established policies and procedures; supports and maintains user account information including rights, security and systems groups.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Installs and configures network PC's, operating systems, application software, printers; updates systems and software on all PC's.
- Provides mid-level hardware and network support; troubleshoots, diagnoses and resolves system hardware, software, printer and networking failures and conflicts; maintains high customer service standards in dealing with and responding to user issues and questions.
- Monitors and updates trouble tickets in Help Desk system.
- Evaluates and monitors status of AV for all PC's.
- Runs weekly and monthly reports from help desk software to keep record of technician's work orders.
- Receives departments' old and new PC's and performs a full wipe of the PC and reload system with custom images and software.
- Installs hardware and moves existing hardware document installations and procedures as needed.

- Schedules door run reports for PD; for door access required to change locks and the unlock schedule for facilities doors.
- Ensures the integrity and security of systems and data by adhering to established policies and procedures and computing standards; assists in the implementation of security requirements.
- Retrieves footage from security cameras and assists with viewing and software install when needed.
- Keeps abreast of industry trends and new technologies.
- Maintains professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences.
- Maintains confidential information.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma or GED.
- Associate's Degree in Computer Science, Information Systems or related field preferred.
- Three year's related work experience installing and maintaining personal computers in a client server configuration.
- A+ Certification required.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of information systems, technologies, and applications.
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications including Microsoft Office, Adobe Suite, Quickbooks, Windows and Apple operating systems, RPMS, Active Directory, VoIP, and other related equipment.
- Knowledge of hardware upgrades including system boards, memory, disk drives, CD ROM drivers, NIC cards, monitors, modems and printers.
- Skill in working with network firewall installation and maintenance.
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
- Skill in operating various word-processing, spreadsheets, and database software programs.
- Skill in reviewing and analyzing complex technical manuals or journals.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to maintain confidentiality.
- Ability to work extended hours and various work schedules.
- Ability to work independently and meet strict time lines.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 50 lbs.

WORK ENVIRONMENT

- Work is performed in a typical interior/office environment.
- Noise level is usually minimal.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.