505 Sims St, Truth or Consequences, NM 87901
Human Resources | 575-740-7554 | www.torcnm.gov

Job Description Position

Position Title: IT Specialist
Department: Information Technology / City Manager
Reports To: City Manager / IT Supervisor

Pay Grade: NE6
FLSA Status: Non-Exempt
Updated: 6/1/2026

General Purpose

Provides comprehensive full-time information technology support, administration, and strategic guidance for all City of Truth or Consequences departments and personnel. This full-time position is responsible for the reliable operation, security, and continuous improvement of the City's IT infrastructure, including network systems, end-user devices, software platforms, telecommunications, cybersecurity, and technology project implementation. Works proactively to enhance City technology systems, support operational efficiency, and safeguard the integrity of City data and systems.

Supervision Received / Given

Works under the supervision of the City Manager and/or assigned IT supervisor. This position does not directly supervise others but may provide technical guidance and training to City staff.

Duties and Responsibilities

- Serve as primary IT support contact for all City departments; respond to, triage, document, and resolve hardware, software, and network issues promptly in accordance with service level agreements.
- Administer and maintain the City's network infrastructure including firewalls, routers, switches, wireless access points, and fiber connections across all City facilities.
- Manage Microsoft Active Directory, Office 365, and cloud platforms; administer user accounts, group policies, permissions, email, and security settings.
- Install, configure, repair, and perform preventive maintenance on desktop computers, laptops, servers, printers, copiers, audio-video systems, and other technology equipment.
- Develop and maintain comprehensive network documentation including topology diagrams, IP schemas, device inventories, configuration records, and disaster recovery plans.
- Monitor network performance, system health, and cybersecurity threats; implement and enforce security policies to protect City systems and data.
- Manage and maintain server infrastructure including physical and virtual environments (VMware/Hyper-V); ensure uptime, patch management, backup integrity, and system redundancy.
- Administer VoIP phone systems including configuration, programming, moves, adds, changes, troubleshooting, and user training.
- Evaluate, recommend, procure, and implement new technology solutions; serve as technical liaison with vendors, consultants, and service providers.

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- Create and maintain standard operating procedures, user guides, training materials, and technical documentation for City IT systems.
- Support and administer the Tyler Technologies ERP system, City point-of-sale systems, and department-specific software platforms.
- Maintain comprehensive hardware and software inventory; manage licensing compliance and coordinate procurement in accordance with the New Mexico Procurement Code.
- Provide end-user training on technology tools, software applications, cybersecurity awareness, and best practices.
- Assist with remote access configuration, multi-factor authentication, and secure vendor support coordination.
- Ensure IT operations comply with all applicable regulatory and security requirements; report potential compliance issues or vulnerabilities to the City Manager.
- Participate in IT strategic planning, budget development, and technology project management.
- Perform all duties in a safe, responsible, and customer-focused manner.
- Perform other IT-related duties as assigned.

Minimum Qualifications

- Associate degree in computer science, information technology, or related field required; Bachelor's degree preferred.
- Minimum of three (3) years of experience in IT support, systems administration, or network administration; municipal government or public sector experience preferred.
- OR equivalent combination of education and relevant experience totaling five (5) years or more may be considered.

Knowledge, Skills, and Abilities

- Advanced knowledge of Microsoft Windows operating systems, Active Directory, and Microsoft Office/Office 365 suite.
- Proficiency in network infrastructure including TCP/IP, DHCP, DNS, VPNs, firewalls, routers, switches, and wireless systems.
- Experience with cloud platforms (Microsoft Azure, Office 365 Admin, Cisco Meraki) and SaaS administration.
- Knowledge of virtualization platforms (VMware, Hyper-V), server administration, and backup/recovery systems.
- Strong understanding of cybersecurity frameworks, endpoint protection, security monitoring, and threat mitigation.
- Experience with VoIP systems administration and telecommunications infrastructure.
- Excellent analytical and troubleshooting skills; ability to diagnose complex IT issues and implement effective solutions.

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- Strong written and verbal communication skills; ability to explain technical concepts to non-technical users.
- Proficiency with Tyler Technologies ERP, municipal software platforms, and point-of-sale systems preferred.
- Ability to manage multiple priorities, work independently, and respond effectively to urgent situations.
- Strong customer service orientation and professional demeanor.

Required Licenses and Certifications

- Valid New Mexico Driver's License.
- Must successfully pass pre-employment drug screening.
- Must successfully pass a background investigation and be free of disqualifying conditions.
- CompTIA A+, Network+, Security+, Microsoft Certified Professional (MCP/MCSA/MCSE), or equivalent IT certification required or obtainable within one (1) year of hire.

Equipment, Tools, Materials, and Programs

- Operates computers, servers, networking hardware, routers, switches, printers, and peripheral devices.
- Utilizes remote monitoring and management tools, diagnostic software, imaging tools, and cybersecurity platforms.
- Uses cable testers, network installation tools, and specialized IT equipment as needed.
- Maintains complete and accurate inventory of all City IT hardware, software, and licensing.

Work Environment

- Work performed primarily in office and server room environments, with regular visits to all City facilities for on-site support and infrastructure maintenance.
- Exposure to electrical equipment, server room conditions, confined spaces, and occasional outdoor weather during fiber/network installations.
- May be required to work irregular hours including evenings and weekends for system maintenance, upgrades, emergency response, or special projects.

Physical Functions

- Must be able to lift and move equipment weighing up to 50 pounds occasionally.
- Requires frequent standing, bending, reaching, kneeling, and use of hands for equipment installation and cable management.
- Requires visual acuity, color perception, and hearing sufficient to perform troubleshooting and equipment operations.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

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Selection Guidelines

Selection will be based on a formal application, rating of education and experience, oral interview(s), reference and background checks, and job-related testing where applicable. The successful candidate may need to pass a pre-employment physical examination, drug screening, psychological evaluation, or skills assessment as required for the position. Final selection will be made by the City in accordance with established policies and procedures.

Equal Opportunity Statement

The City of Truth or Consequences is an Equal Opportunity Employer. We are committed to providing fair and equal employment opportunities to all qualified individuals regardless of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, veteran status, or any other protected status under applicable federal, state, or local laws. We value diversity and encourage all qualified individuals to apply.

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Employee Name (Print)

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Employee Signature Date

I understand that this is a uniformed full-time position in compliance with the Fair Labor Standards Act (FLSA).