Job Title: Session Desktop Support Technician
Department: Legislative Council Service
Reports to: Legislative Information Systems Manager

Hourly Rate: $23.326848
Effective Dates: December 5, 2026
and ending March 20, 2027

INTRODUCTION

The legislative council service (LCS) is the central drafting, legal and policy research agency for the New Mexico legislature. The LCS also serves the executive and judicial agencies and is the main point of contact for members of the public who are interested in legislative matters. The LCS is nonpartisan, and much of the agency's work is confidential. The primary job of each LCS employee is to help the agency meet the expectations of the people it serves and to maintain and enhance the integrity and effectiveness of the legislature and the legislative process.

SUPERVISION AND GUIDELINES

Work is under general supervision. Guidelines include agency policies and state laws.

JOB SUMMARY:

We are looking for a dedicated **Session Desktop Support Technician** to provide frontline technical support for desktop sessions, virtual environments, and end-user systems. In this role, you'll troubleshoot and maintain session-based desktop environments, resolve access issues, and ensure users experience minimal downtime and optimal performance.
This position requires strong customer service skills, attention to detail, and the ability to work in fast-paced or high-demand environments (such as courts, conference centers, enterprise settings, etc.).

REQUIRED SKILLS/ABILITIES:

Provide technical support for physical and virtual desktop sessions (e.g., RDP, Citrix, VMware Horizon).
Monitor active sessions for performance issues, access disruptions, or system crashes.
Troubleshoot desktop environment issues including software, network, and hardware conflicts.
Assist with session setup for meetings, hearings, or remote work environments.
Resolve user login and credential-related issues across platforms.
Maintain, document, and track support tickets using a ticketing system (e.g., ServiceNow, Jira).
Configure, deploy, and maintain desktops, thin clients, laptops, and peripherals.
Provide remote support using tools like TeamViewer, Remote Desktop, or other remote management tools.
Collaborate with system admins to escalate or resolve complex session-related issues.

MINIMUM QUALIFICATIONS:

Associate's degree in Information Technology, Computer Science, or related field (or equivalent experience).
1–3 years of experience in desktop or technical support roles.
Strong knowledge of Windows desktop environments (Windows 10/11), user profiles, and group policies.
Familiarity with session-based systems (RDP, Citrix, Microsoft Terminal Services, etc.).
Excellent communication and customer service skills.
Ability to work independently and as part of a technical team.
Knowledge of Active Directory, user management, and network troubleshooting.
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PHYSICAL REQUIREMENTS

Employees work in a general office setting, some lifting and carrying of files, boxes and computer equipment is common. Print shop work is performed in a setting with some exposure to high noise levels and machinery with moving parts. Considerable walking, standing and heavy lifting may be required.

Please send your application or resume to LCS.Employment@nmlegis.gov.