

**NORTH DAKOTA UNIFIED JUDICIAL SYSTEM  
CLASSIFICATION DESCRIPTION**

**TITLE: Technical Support Specialist**

<b><u>Title of Immediate Supervisor:</u></b> Director of Technology	<b><u>Department:</u></b> Office of State Court Administrator	<b><u>FLSA Status:</u></b> Non-Exempt
<b><u>Accountable For (Job Titles):</u></b> None	<b><u>Division:</u></b> Technology	<b><u>Pay Grade Assignment:</u></b> 11

**General Summary or Purpose:**  
The Technical Support Specialist is responsible for providing technical support and help desk services for all systems, applications and programs supported by the division of Technology. Assists end users over the phone in troubleshooting hardware or software problems and refers staff to other department personnel for follow-up and assistance. Answers questions and researches solutions for problems or questions when answers are not readily available.

<b>Duty</b>	<b>Major Responsibilities &amp; Essential Functions:</b>
1.	Provides first level technical support to users of the systems and programs of the court system. Receives, records, researches and resolves reported problems relating to computer hardware, software and statewide systems.
2.	Operates, maintains and/or issues commands or fixes within the system(s), takes corrective actions to assist users and/or provides specific step-by-step instructions to system users to assist them in resolving system related problems.
3.	Provides assistance and works with network analysts during the implementation of new applications, equipment and networks. Assists in the delivery, setup, configuration, documentation and training for new hardware and software.
4.	Develops, prepares, and maintains custom reports for the help desk staff or others using SQL, Query Builder, Crystal Reports or other report generators.
5.	Previews and researches new technology, software and applications. Evaluates the technology and makes recommendations regarding the applicability and use within the current operating systems to staff.

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<b>Duty</b>	<b>Major Responsibilities &amp; Essential Functions:</b>
6.	Greets and assists visitors or clients coming to the office with questions or in need of assistance. Assists clients or refers clients to appropriate persons within the office of technology.
7.	Performs other duties of a comparable level or type.

**Minimum Qualifications:** (necessary qualifications to gain entry into the job not preferred or desirable qualifications)

Requires an associate degree in computer science or related area and a minimum of two years of computer support or technical help desk assistance.

**Certification or Licensing Requirements** (prior to job entry):

None.

**Knowledge Requirements:**

- Considerable knowledge of personal computers, personal computer applications and productivity software including the Windows operating systems, database management applications, word processing programs, Microsoft Office, Corel Office, E-mail, virus protection applications/software, presentational software and project management software.
- Considerable knowledge of the court system's application programs.
- Knowledge of the fundamental concepts, principles, practices and trends of information technology and management applications.
- Knowledge of the fundamentals, principles, practices and approaches to automated help desk operations and support.
- Basic knowledge of the court system, its functions and court administrative policies and procedures.

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### **Skill Requirements:**

- Skilled in the use and troubleshooting of court specific informational systems.
- Skilled in the use and operation of personal computers and personal computer operating software and their applications.
- Skilled in troubleshooting and solving a variety of operating problems and issues faced by users in dealing with hardware, software or applications in use by the court system.
- Skilled in utilizing the helpdesk incident tracking system software and recording/monitoring all user calls for technical assistance.
- Skilled in the use of proper phone etiquette and in conveying the importance and capabilities of the help desk while assisting others with their problems, issues and concerns.
- Skilled in interpersonal communication and in establishing working relationships with end users, department personnel, state and other court personnel.
- Ability to proficiently use required software programs.

### **Physical Requirements:**

The essential functions of the job typically require: grasping, seeing, walking, sitting, talking, some lifting, hearing, feeling, fingering and some repetitive motions or other reasonable methods that accommodate an individual in completing the essential functions of the job.

Work is performed in a comfortable office work environment.

Physical requirements can typically be characterized as **Light Work**: Exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

### **Job Classification History:**

Position description updated 7/28/99.

Classification description updated by BCC 3/5/01.

Minor changes approved by the Supreme Court on 2/1/14.

On 7/30/14, the Supreme Court approved amendment of the Physical Requirements section of all job classifications to comply with the Americans with Disability Act.

Minor changes approved by the Personnel Policy Board 3/22/19.