NORTH DAKOTA COURT SYSTEM
CLASSIFICATION DESCRIPTION

Technology Coordinator I

Title of Immediate Supervisor:	Director of Technology
Department/Division:	Office of the State Court Administrator/Technology
Pay Grade/FLSA Status:	12 / Non-Exempt
Job Titles Accountable For:	None

General Summary or Purpose

Under the direction of the Director of Technology, the Technology Coordinator I is responsible for assisting users with computer hardware, technical software and application support and providing informational technology training and user technical support for a large user base on the court information systems and other information technology applications or systems.

This position differs from the Technology Coordinator II in that the Technology Coordinator I represents the entry level within the series having the essential training and skills to perform the basic essential functions of the job but may lack experience in a court setting or in an area of computer support, technology training or software application required to perform the full range or breadth of duties expected of a fully proficient Technology Coordinator II.

Major Responsibilities & Essential Functions

1. Trains information technology users in the efficient and effective operation of technology tools, hardware, software and systems:
   o Develops training plans and training manuals and materials for technology training needs of the court system.
   o Creates, modifies, and updates systems, software and manuals.
2. Provides local one-on-one support to technology users on court system applications, software, hardware, network and other information technology applications.
3. Provides software development staff with input on needs and concerns by serving on various advisory committees or by serving as a liaison between users and development staff and sharing user needs and issues impacting the development process.
4. Assists users and development staff with testing of software updates and enhancements. Assists end users and development staff in the identification, creation and testing of reports.
5. Analyzes user goals and informational needs to establish a necessary information base needed for the design, implementation and training of system enhancements.
6. Attends various committee meetings to provide staff assistance to committees, as needed.
7. Researches and evaluates advancements in software, hardware and court procedures as they pertain to needs and training needs of the court system.
8. Assists users with computer hardware, technical software and application support.
9. Performs other duties of a comparable level or type.

Minimum Qualifications

Requires a bachelor's degree and a minimum of one year of experience in the areas of computer support, technology training or software application.

Certifications or Licensing Requirements: (prior to job entry)

None

Technology Coordinator I

Knowledge Requirements

- Basic knowledge of personal computers, personal computer applications and productivity software including the Windows operating system, Microsoft Office, Outlook, PowerPoint and other common productivity and office software applications.
- Basic knowledge of the principles, methods and techniques of assessing training needs, developing and sequencing of training/instructional modules and learning, and the planning and implementing of technology training.
- Basic knowledge of court system, its functions and court administrative policies and procedures.
- Basic knowledge of the fundamental concepts, principles, practices, and trends of information technology and management applications.
- Basic knowledge of the fundamentals, principles, practices and approaches to automated help desk operations and support.

Skill Requirements

- Skilled in the use and troubleshooting of court-specific informational systems, tools, hardware, and software applications of the court.
- Skilled in planning, developing and implementing training programs, manuals and instructional materials for the training of end users in the technology, systems and applications of the court.
- Skilled in providing assistance to development staff in the assessing of needs for enhancements and the testing of new/revised applications or reports.
- 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 help desk incident tracking system software and recording/monitoring all user calls for technical assistance.
- Skilled in interpersonal communication and in establishing working relationships with end users, department personnel, state and other court personnel.

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.
- Employee is subject to some travel in the performance of the job.
- 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

- Classification created 10/26/22