



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Application Support Analyst II

Title of Immediate Supervisor:	Deputy Director of Technology
Department/Division:	Information Technology / Office of the State Court Administrator
Pay Grade/FLSA Status:	*14 / Non-Exempt
Job Titles Accountable For:	None

General Summary or Purpose

Under the direction of the Deputy Director of Technology, the Application Support Analyst II 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 Application Support Analyst I in that the Application Support Analyst II represents the journey level within the series and is expected to perform the full range of duties.

Major Responsibilities & Essential Functions

1. Trains or assists information technology users in the efficient and effective operation of technology tools, hardware, software, and systems:
 - o Develops training manuals and materials for the technology 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 or as assigned.

Minimum Qualifications

Requires an associate's degree and two years of related experience. Any combination of education, training, or experience which demonstrates the ability to successfully complete the major responsibilities and essential functions may be substituted for the degree and experience requirements.

Certifications or Licensing Requirements: (prior to job entry)

Valid driver's license or evidence of equivalent mobility.



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Knowledge Requirements

- Considerable 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.
- 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.
- 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.
- Knowledge of networking fundamentals, hardware installation, and support and technical software support.
- Knowledge of software integrating and support along with technical terminology.

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. Employee has control over travel schedule and can adjust schedules due to adverse weather or travel conditions.
- 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

- Technology Coordinator position description updated 2/14/2001.
- Classification description updated by BCC 5/6/2002.
- On 7/30/14, the Supreme Court approved amendment of the Physical Requirements section of all job classifications to comply with the Americans with Disabilities Act.
- Minor changes approved by the Personnel Policy Board on 3/2/2019.
- Career ladder series created on 10/26/2022 and title changed from Technology Coordinator to Technology Coordinator II.
- On 9/11/2024 effective 10/1/2024, the Supreme Court approved the Personnel Policy Board recommendations from the Classification and Compensation Study completed by Evergreen Solutions, Inc.



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- *A pay grade exception was recommended by the Personnel Policy Board and approved by the Supreme Court on 9/11/2024 effective 10/1/2024. A pay grade exception is the assignment of a pay grade that is higher than that determined by the application of the Classification Matrix System. This may be done when a pay grade assigned to a class has not resolved significant problems in the recruiting or retention of qualified individuals for a class. Classes assigned a pay grade exception are subject to periodic review to verify the appropriateness of the assigned pay grade.
- Effective 9/1/2025, the Supreme Court approved two new Information Technology classifications, Deputy Director of Technology and Technical Support Analyst, and changed the title of the Technology Coordinator to Application Support Analyst. These changes revise the Title of Immediate Supervisor and Job Titles Accounted For to assign direct supervision of the Business Analysts, Technical Support Analysts, and Application Support Analysts to the Deputy Director of Technology and the Deputy Director of Technology to the Director of Technology.