



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Technical 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

The Technical Support Analyst II is responsible for assisting with user computer hardware, printers, scanners, and software, and acts as backup for application software support. The Technical Support Analyst II works closely with users and technicians to diagnose and fix desktop computer hardware and software problems and performs a variety of technical and specialized duties associated with the set up, maintenance, and troubleshooting problems associated with Windows work stations, security software, user access, networking problems, and the user software environment.

This level differs from the Technical Support Analyst I in that the Technical Support Analyst II represents the journey level within the series having the essential experience and skills to perform the full range of duties.

Major Responsibilities & Essential Functions

1. Installs, maintains, and configures user Window computers and associated hardware.
2. Installs and assists in the maintenance of workstations by installing applications, updating software, and troubleshooting network access problems across the Wide Area Network (WAN). Addresses problems and provides workstation phone support through the help desk system.
3. Identifies and resolves user printing or scanning problems without or with assistance from other IT staff.
4. Researches new applications, hardware, or other technology-related items.
5. Creates and maintains self-help technical documents. Prepares user manuals and technical manuals for computer usage within the court system.
6. Maintains user accounts for Windows network, email, SQL, and help desk applications.
7. Creates routines, processes, and procedures to be used within the IT department.
8. Provides technical support and troubleshooting assistance to users on hardware and software systems.
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

- Knowledge of the fundamentals, principles, and operational practices of computer and networking operations.
- Knowledge of the fundamental concepts, principles, practices, and trends of information technology and hardware trends.
- Knowledge of the court system, its functions, and court administrative policies and procedures.
- Knowledge of Microsoft Exchange Server, SQL server, SMS server, and Internet Information Server operations.
- Knowledge of general business applications and software typically used by personnel including word processing, spreadsheet packages, anti-virus programs, backup software, etc.
- Considerable level of diagnostic skills to isolate technical or software issues and work toward resolution.

Skill Requirements

- Considerable skill in troubleshooting, installing, and resolving technical problems with operating system applications on user computers.
- Skill in interpersonal communication and in establishing working relationships with end users, department personnel, and state and other court personnel.
- Excellent customer service skills including being competent, accurate, responsive, and engaged.
- Skilled in resolving connectivity problems and printing problems on the court systems.
- Skilled in maintaining and updating technical documentation required.
- Skilled in explaining and presenting technical information to both technical and non-technical personnel in dealing with troubleshooting issues or in making formal presentations.
- Skilled in utilizing the help desk incident tracking system software and recording/monitoring all user calls for technical assistance.

Physical Requirements

- The essential functions of the job typically require: grasping, sitting, standing, walking, talking, hearing, seeing, feeling, reaching, and fingering requirements 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 involves exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. frequently, and/or a negligible amount of force constantly to move objects.

Job Classification History

- Technical Support Analyst classification created effective 9/1/2025.
- 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.
- *A pay grade exception was recommended by the Personnel Policy Board and approved by the Supreme Court on 8/20/2025 effective 9/1/2025. 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.