



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Network Analyst III

Title of Immediate Supervisor:	Director of Technology
Department/Division:	Office of State Court Administrator / Technology
Pay Grade/FLSA Status:	15 / Non-Exempt
Job Titles Accountable For:	None

General Summary or Purpose

The Network Analyst III is responsible for performing a variety of technical and specialized duties associated with the set up, maintenance and troubleshooting problems associated with Windows workstations, Windows server(s), and the wide area network. Duties include assisting users with computer or network problems; installing software applications on servers, workstations, web servers or email servers; troubleshooting system problems; maintains system security user id's, file backups and restores.

This level differs from the Network Analyst II in that the Network Analyst III has greater experience requirements and a greater breadth of knowledge in installing, maintaining and troubleshooting networking issues and, as a senior level, is expected to perform the full range of responsibilities associated with the work of the classification and be assigned the most complex duties associated with performing this work.

Major Responsibilities & Essential Functions

1. Installs, maintains and configures Window servers. Installs operating system application updates and server updates, troubleshoots problems with operating system, applications, TCP/IP, security, backups, viruses, etc.
2. Installs and assists in the maintenance or workstations by installing applications, updating software, and troubleshooting network problems across the Wide Area Network (WAN). Works with vendors to address problems at remote workstation sites, as needed. Addresses problems and provides workstation phone support through the help desk system.
3. Troubleshoots any network connectivity and printing problems on the court computer systems. Configures and connects network printers for use. Identifies and resolves user printing problems.
4. Works and collaborates with the Information Technology Department at the State regarding network configuration and troubleshooting problems or issues. Creates and maintains network documentation and works with ITD to plan for future changes that will affect the court system. Submits requests to ITD for specific configurations for setup.
5. Researches new applications, hardware or other technology related items. Creates and maintains the Intranet site. Prepares user manuals and technical manuals for storage on the Intranet. Assists in creating security procedures. Tests and maintains anti-virus software and updates to protect against new viruses.
6. Performs file backups on all servers. Verifies backups were performed without errors in accordance with schedules and storage routines.
7. Maintains user accounts for Windows network, email, SQL, Oracle, and help desk applications. Creates and maintains print queues for the systems.
8. Participates in pre-project activities and business planning efforts related to system upgrades.
9. Completes system upgrades. Documents and trains technical staff and users on new features.
10. May review projects to be completed and assign work to Network Analyst I and Network Analyst II.
11. May provide significant input to agency budgets.
12. Performs other duties of a comparable level or type.

Minimum Qualifications

Requires an associate degree in computer science, network specialist or related degree and five years of network installation, maintenance and troubleshooting experience three of which must be in a court setting.



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Certifications or Licensing Requirements: (prior to job entry)

Valid driver's license or evidence of equivalent mobility.

Knowledge Requirements

- Extensive knowledge of the fundamentals, principles and operational practices of computer and networking operations.
- Extensive knowledge of computer operating applications.
- Extensive knowledge of the systems and programs utilized by the court system.
- Extensive knowledge of Microsoft Exchange Server, SQL server, SMS server and Internet Information Server operations.
- Extensive knowledge of networking procedures and operations including TCP/IP networking (DSN,IP,WINS), LAN/WAN concepts, network cabling, switches, hubs and routers used in the installation and maintenance of network systems.
- Considerable knowledge of general business applications and software typically used by personnel including word processing, spreadsheet packages, anti-virus programs, backup software, etc.

Skill Requirements

- Skilled in troubleshooting, installing and maintaining technical problems with operating system applications, workstations and servers or other reasonable methods that accommodate an individual in completing the essential functions of the job.
- Skilled in resolving connectivity problems and printing problems.
- 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.

Physical Requirements

- The essential functions of the job typically require: grasping, seeing, lifting, walking, sitting, talking, hearing, feeling, kneeling, stooping, fingering and some repetitive motions or other reasonable methods that accommodate an individual in completing the essential functions of the job. Requires the ability to differentiate colors, depth perception and close vision (clear vision within 20 inches).
- Work is performed in a comfortable office work environment. Travel is required but the position normally has control over setting work priorities, meetings and can adjust travel requirements if needed.
- Physical requirements can typically be characterized as **Medium Work**: Exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects.

Job Classification History

- Position description updated 7/19/2000.
- Classification description updated by BCC 4/2001.
- Updated description 1/2/2002 by BCC based on dept. comments.
- On 7/30/2014, 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 on 3/22/2019.