



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Network Analyst III

Title of Immediate Supervisor:	Director of Technology
Department/Division:	Information Technology / Office of the State Court Administrator
Pay Grade/FLSA Status:	*17 / 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 (WAN). 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 of workstations by installing applications, updating software, and troubleshooting network problems across the 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, 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. Provides technical support and troubleshooting assistance to users on hardware and software systems.
11. May review projects to be completed and assign work to Network Analyst I and Network Analyst II.
12. May provide significant input to agency budgets.
13. Performs other duties of a comparable level or type or assigned.

Minimum Qualifications

Requires an associate's degree and five 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.



NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

Network Analyst III

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.
- Employee is subject to 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 **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.
- 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.
- *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.