



# NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

## Deputy Director of Technology

<b>Title of Immediate Supervisor:</b>	Director of Technology
<b>Department/Division:</b>	Information Technology / Office of the State Court Administrator
<b>Pay Grade/FLSA Status:</b>	20 / Exempt
<b>Job Titles Accountable For:</b>	Business Analysts / Technical Support Analysts / Application Support Analysts

### General Summary or Purpose

The Deputy Director of Technology is responsible for user support functions of the Information Technology Department. Manages and supervises the overall support operations and staff assigned within the technology division. Assists with conducting needs assessments and developing plans to meet the information and technology needs of the court system. Provides expert technical advice and recommendations to the Director of Technology, State Court Administrator, and councils and committees of the courts. Assists in the development of policies, procedures, and long-range strategic plans for informational technology. Supervises and directs assigned personnel to assure all systems are operational and court staff are receiving the support and assistance needed to assure effective use of the information system(s).

The Deputy Director of Technology differs from the Director of Technology in that the latter classification has a broader level of management and decision-making responsibility and requires more extensive experience.

### Major Responsibilities & Essential Functions

1. Plans, directs, organizes, supervises, and manages all personnel assigned.
2. Assists with conducting needs assessment and determinations of informational needs of court staff by communicating with users within the system to determine informational needs, requirements, shortcomings, or enhancements to existing information technology systems.
3. Serves as the State Court Emergency Contact Coordinator.
4. Serves as second-in-command in the IT Department requiring technical, court process, and leadership capabilities.
5. Assists the Director of Technology with budgeting, staff development, strategic planning, support goals, software needs assessments, and resolution of issues.
6. Provides expert advice and direction, staff services, and recommendations to various committees and groups concerning the development of long-range information technology strategic plans, policies, guidelines, and procedures to assure the efficient and effective use of technology resources. Assists in developing and monitoring the mandated technology plan and monitoring the legislative process or legislation that may impact technology. Assists in developing and presenting materials necessary for legislative consideration.
7. Serves as a Project Manager for special projects within the court system such as various integration projects, new program development initiatives, installation and implementation of new systems, enhancements, or upgrades.
8. Collaborates with and coordinates technology-related projects and initiatives within the court system and other governmental agencies for the purposes of providing improved and effective informational processing systems and programs. Serves as a legislative liaison on technology issues.
9. Performs other duties of a comparable level or type or as assigned.

### Minimum Qualifications

Requires a bachelor's degree and three 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.



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### **Certifications or Licensing Requirements: (prior to job entry)**

Valid driver's license or evidence of equivalent mobility.

### **Knowledge Requirements**

- Considerable knowledge of computers and computing concepts involving computer hardware, operating systems, applications, and other peripheral equipment and devices.
- Knowledge of the fundamentals, principles, practices, and approaches to automated help desk operations and support.
- Basic knowledge of the court system, its functions, relevant laws, and court administrative policies and procedures.
- Strong knowledge of the terminology, practices, methods, and procedures used in the Information Technology department.
- Knowledge of the general supervisory and management fundamentals, principles, and concepts.

### **Skill Requirements**

- Supervision and leadership skills to effectively manage assigned personnel.
- Skilled in communicating with individuals at all levels within and outside of the organization concerning informational processing and technology needs, concerns, and issues.
- Skilled in organizing, planning, and prioritizing own work priorities, needs, and projects.
- Skilled in the use and operation of personal computers, personal computer applications, and productivity software including Windows operating systems, Microsoft Office, Outlook, PowerPoint, Project, web browsers, and other common productivity and office software applications.
- Skilled in the use of court-specific informational systems and processes.
- Skilled in the project management practices and software testing methodologies.
- Skilled in interpreting and understanding laws, rules, policies, and guidelines pertaining to technology systems and technology management.

### **Physical Requirements**

- The essential functions of the job typically require: grasping, seeing, walking, sitting, talking, 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. Work may involve frequent and unanticipated calls for technical assistance or troubleshooting during off hours.
- 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 Sedentary Work: Exerting up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.

### **Job Classification History**

- Deputy Director of Technology 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.