



# NORTH DAKOTA COURT SYSTEM CLASSIFICATION DESCRIPTION

## Director of Technology

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<b>Title of Immediate Supervisor:</b>	State Court Administrator
<b>Department/Division:</b>	Office of State Court Administrator / Technology
<b>Pay Grade/FLSA Status:</b>	21 / Exempt
<b>Job Titles Accountable For:</b>	Network Analysts / Programmer Analysts / Business Analysts / Technical Support Specialists / Technology Coordinators

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### General Summary or Purpose

The Director of Technology is responsible for serving as the chief information officer for the court system. Manages and supervises the overall operations and staff assigned to the technology division. Conducts needs assessments and develops plans to meet the information and technology needs of the court system. Provides expert technical advice and recommendations to the Technology Committee in the development of policies, procedures, and long-range strategic plans for informational technology. Supervises and directs development staff, network staff and help desk 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).

### Major Responsibilities & Essential Functions

1. Conducts needs assessment and determines the 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.
2. Provides expert advice and direction, staff services and recommendations to the Technology Committee and other 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. Develops and monitors the mandated technology plan and monitors the legislative process or legislation that may impact technology. Assists in developing and presenting materials necessary for legislative consideration.
3. Supervises the activities of technology division personnel including assigning projects, monitoring and reviewing work, determining appropriate division priorities, hiring staff, handling personnel actions, evaluating performance, approving leaves and time reporting.
  - Supervises and coordinates the activities and operations of the technology help desk and user support services.
  - Supervises and monitors network staff activities and projects to assure networks are operating efficiently and effectively.
  - Supervises and coordinates programming development or enhancement projects of the department to assure appropriate priorities and needs of the court system.
4. 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.
5. Provides advice and recommendations to the State Court Administrator regarding technology purchases and coordinates the purchase of hardware and software for the court system.
  - Develops specifications, requirements and RFP's for larger technology purchases.
  - Negotiates maintenance and service agreements and contracts for critical software and hardware purchases.
  - Confers with, monitors and coordinates services provided by vendors and users within the court system.
  - Coordinates the purchase, delivery, installation and setup of technology products.
  - Prepares and coordinates, with the Director of Finance, the technology budgets of the district courts and Supreme Court.
6. 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.
7. Performs other duties of a comparable level or type.



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### Minimum Qualifications

Requires a bachelor's degree in computer science, information technology, management information services, or a related area and a minimum of five years of informational technology experience that includes the coordination, oversight and implementation of informational technology projects, programs and staff; or an equivalent combination of education, training and/or experience necessary to successfully perform the essential functions of the work.

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

None.

### Knowledge Requirements

- Considerable knowledge of computers and computing concepts involving computer hardware, operating systems, applications and other peripheral equipment and devices.
- Considerable knowledge in the principles, practices, approaches, concepts and trends of network design, implementation and operation.
- Considerable knowledge of the fundamentals, concepts, methods, approaches, tools and languages used in informational systems design, development, programming, implementation and support.
- 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.
- Knowledge of the general supervisory and management fundamentals, principles and concepts.

### Skill Requirements

- Skilled in managing, supervising, evaluating, reviewing and delegating work responsibilities to staff in accordance with the requirements of the job.
- 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 various programming languages required within the court system.
- Skilled in the use and operation of personal computers, personal computer applications and productivity software including Windows operating systems, Microsoft Office, Outlook, PowerPoint, Project, Corel Office, web browsers, and other common productivity and office software applications.
- Skilled in the use of court-specific informational systems.
- Skilled in the conducting of needs assessments and planning for long-range organizational technology needs and requirements.
- Skilled in interpreting and understanding laws, rules, policies and guidelines pertaining to technology systems and technology management.
- Skilled in the planning, design and implementation of informational technology projects and systems from designing LAN/WAN networks to programming customized enhancements and reports.

### 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.



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- Employee may be exposed to or subject to travel to various courts across the state in the performance of the job. Employees normally have control over scheduling and travel arrangements and can often adjust schedules due to adverse weather or travel conditions. Work is performed in a comfortable office work environment. Work may involve frequent and unanticipated calls for technical assistance or troubleshooting during off hours.
- 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

- Position description updated 12/10/1997.
- Classification description updated by BCC 3/5/2001.
- Updated description 3/2004 based on the Supreme Court action.
- 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.