



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 0173  
0174  
0175

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**COMPUTER AND NETWORK SPECIALIST**

**SCOPE OF WORK:**

Work involves providing technical support in the planning, design, installation, and maintenance of computer workstations and local area network operating systems. Responsibility at the higher levels of this class series includes working with numerous state agencies involving multiple platforms and operating systems requiring complex inter-connectivity of stations that may be on a statewide basis and involve numerous technical computer-related devices and software installation and configuration.

**DUTIES PERFORMED AT ALL LEVELS:**

- Set up desktop, laptop, and network workstations; install and configure operating systems as needed; install network hardware and software and configure stations for mainframe and midrange connectivity; conduct testing of stations to ensure proper working level.
- Install and configure remote access applications for electronic mail, internet and network shared devices and files.
- Establish and maintain documentation files of computer hardware and software configurations.
- Train users on fundamentals of new operating systems, software applications, devices, and remote accessibility.
- Assist agencies with the design, implementation, and maintenance of local area networks; design and implement directory services and file systems; establish a systematic data backup and retrieval process; organize and configure network resources; design and implement security procedures; implement procedures for data integrity and protection from misuse of equipment, viruses, etc.
- Assist agencies in development of computer usage policies and procedures; recommend ergonomic considerations for workstations; provide awareness of records-management of computer-generated files.
- Provide second-level support to agency network administrators; isolate and resolve network-related problems and issues.
- Conduct research and testing of new operating systems and software; maintain awareness of software upgrades; download and apply regular updates and patches as recommended by software vendors.
- Maintain knowledge and understanding of hardware and software implemented by other departments and agencies; assist with installation, configuration and maintenance as needed to ensure integration and compatibility of network systems; recommend hardware and software enhancements and upgrades to state agencies.

- Install network server hardware and software; establish and provide server maintenance; ensure that server requirements meet agency needs; recommend server unit upgrades and modifications as necessary.
- Assist agencies in developing cost estimates for local area network development and maintenance; research and assess the agency's computer and networking needs to assist in the development of long-term information technology plans; recommend solutions based on Information Technology Department standards and network system requirements.
- Work with Information Technology Department user support center staff to resolve end-user problems; maintain and utilize system maintenance tools; provide communication with vendors as necessary to resolve hardware and software problems.
- Maintain individual certification levels relating to area of expertise and as needed to allow performance of specialized equipment; attend seminars, workshops, and training classes as necessary.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**COMPUTER AND NETWORK SPECIALIST I**  
GRADE I

0173

**LEVEL DEFINITION:**

Individuals at this level perform duties in a training/orientation status. While duties may be performed on an individual basis, the work will be closely supervised and/or performed only after completion of intensive training. Individuals who may already have attained expertise in a specific area will still be required to learn the appropriate systems and technology being used by the supported agencies and users.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- None.

**MINIMUM QUALIFICATIONS:**

Requires demonstrated and thorough knowledge of personal computer systems, networks, and applications specified by the appointing authority at the time of recruitment. A bachelor's degree in a computer science field will normally provide the requisite knowledge and skills.

**COMPUTER AND NETWORK SPECIALIST II**  
GRADE J

0174

**LEVEL DEFINITION:**

Individuals at this level perform duties in a fully qualified status and require training or orientation only in relation to new systems, methods, or technology that may be required. Duties will be performed under general supervision and employees are expected to perform all duties except those of a very complex nature. Individuals will have attained necessary expertise in a number of areas and will have attained required certification in those areas.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- May provide general training and guidance to lower level specialists.
- Resolve problems of increased complexity in all areas; provide guidance to other specialists in specific areas of expertise.
- Perform all phases of installation and maintenance of complex network systems.

**MINIMUM QUALIFICATIONS:**

Requires two years of demonstrated work experience with network system installation and maintenance. The appointing authority may specify specific software, hardware, operating systems, platforms, and/or require specific certification at the time of recruitment. A bachelor's degree in a computer science field and one year of work experience with network system installation and maintenance will normally provide the requisite knowledge and skills.

**COMPUTER AND NETWORK SPECIALIST III**  
GRADE L

0175

**LEVEL DEFINITION:**

Individuals at this level perform duties in a fully qualified status and are capable of working without guidance in numerous platforms. Individuals will have attained necessary expertise in a number of areas and will have attained required certification in those areas.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- May have leadworker or project manager responsibility.
- May provide input to major portions of an agency's information technology plan.
- Resolve highly complex problems.

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ND Class Description  
Computer and Network Specialist

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MINIMUM QUALIFICATIONS:

Requires three years of demonstrated experience on network system installation and maintenance. The appointing authority may specify specific software, hardware, operating systems, platforms, and/or require specific certification. A bachelor's degree in a computer science field and two years of work experience with network system installation and maintenance will normally provide the requisite knowledge and skills.

Eff. Date: 8/97

Rev: 3/01 - Updated minimum qualifications

Rev: 7/12 – Conversion to Hay System