Administrative Office of the Courts  
Job Description

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| Job Title: | AOC CIS Application Training Specialist | | Grade: | GS11 |
| Division: | Court Information Systems (CIS) | | Revision Date: | March 20, 2024 |
| POSITION SUMMARY:  The AOC CIS Application Training Specialist supports the Agency’s use of Microsoft Office 365 products, including SharePoint, Outlook, Exchange, Word, Publisher, Excel, Access, OneDrive, Visio, Teams, and PowerPoint, and other applications in use by the Agency. The Training Specialist will work with Judicial Education, the Supreme Court, Court of Appeals, Arkansas Courts, and ancillary agencies to develop curricula, conduct training sessions in person, virtually, and develop online training materials in the Agency’s LMS. The Training Specialist will be part of the Operations Team.  **JOB DUTIES:**   * Assist users in improving Office 365 skills in relevant applications * Identify and document Office 365 best practices * Develop training curricula for applications to help achieve Agency and Judiciary strategic goals * Communicate with external and internal stakeholders in identifying opportunities to improve software application skills * Provide in-person (including classroom and one-on-one) and virtual training and support to the Arkansas Judiciary to help build technology skills * Develop materials for the learning management system * Help create a Center of Excellence for the use of software applications in the Judicial Branch * Other duties as assigned   **QUALIFICATIONS:**   * ***Education/ Certification***   The formal education of a bachelor’s degree and two years’ relevant experience, or five years of relevant experience is required.   * ***Experience***   The Specialist must be proficient in the use of Microsoft Outlook, Microsoft Office (Access, Excel, Word, PowerPoint, Publisher), Microsoft Visio, Microsoft Teams, Microsoft SharePoint. Knowledge of Arkansas court systems and understanding of the use of technology in court applications is preferred. Experience developing or participating in a Center of Excellence is highly desirable. The Training Specialist will have regular contact with elected court officials and court staff, department staff, other state agency/institutions personnel. AOC employees must maintain a high degree of integrity, decorum and respect for court personnel at all times.  ***Knowledge, Skills, Abilities***   * Demonstrated expertise in Microsoft applications * Strong computer skills, interpersonal skills, and organization skills * Strong analytical and problem-solving skills and communication skills * Ability to multi-task, work independently and as part of a team, work well under pressure, meet deadlines * Ability to operate standard office equipment and computer software * Ability to understand business needs and assist organization employees in developing software skills to improve processes and efficiency | | | | |
| Last Updated By: | |  | | |