Administrative Office of the Courts
Job Description

Job Title:	AOC Senior Experience Designer	Grade:	IT09
Division:	Court Information Systems	Revision Date:	June 15, 2023

The Administrative Office of the Courts (AOC) is an agency within the judicial branch of government that works to support the state courts on behalf of the Arkansas Supreme Court. The Court Information Systems Division (CIS) is responsible for providing technological support to the state's courts, making court information available to the public, and developing and implementing online, court-related services. CIS is a team-based organization using the Disciplined Agile framework. You may view our Statement of Core Values at https://www.arcourts.gov/modernization/statement-core-values.

POSITION SUMMARY:

The AOC Senior Experience Designer is responsible for mentoring a team of UX/UI designers who are tasked with creating concepts and prototypes of a new court management system to support the Arkansas Judiciary. The Senior Experience Designer will bring human-centered design expertise to help solve complex business problems, drive the end-to-end design process through product discovery and delivery phases. As the voice of the user, the Senior Experience Designer will work collaboratively with cross-discipline program intake and refinement team leads to iteratively design, develop, and validate product designs in an agile environment.

JOB DUTIES:

- Co-lead discovery and delivery with other capability leaders, overseeing all aspects of the design process.
- Mentor and coach junior-level UX / UI designers, providing constructive feedback on design to advance the work.
- Expertly execute Customer Journey Mapping, Service Design Blueprints, Information Architecture Diagrams, User Flows, High Fidelity Designs, and Clickable Prototypes.
- Maintain, grow, and govern design system and related processes, and collaborate with front-end developers to ensure AOC Design System and components are implemented consistently across domains.
- Lead stakeholder interviews and team discussions, and facilitate workshops needed as part of the discovery and delivery phases.
- Leverage expertise in design and usability best practices to provide recommendations to the team.
- Accountable for breaking down and prioritizing complex design challenges and user stories.
- Ensure product follows inclusion and accessibility principles.
- Use modern product design tools (e.g. Figma, Miro) effectively to create design deliverables.
- Create concepts and high-level wireframes and prototypes to effectively conceptualize and communicate high-level design strategies.
- Understand organizational goals, product business requirements, and user needs.
- Participate in quarterly planning sessions.
- Other duties as assigned.

QUALIFICATIONS:

- *Education*
  - Bachelor's degree in design, computer science or related fields
- *Experience*
  - UX / UI Design: 5-7 years *(required)*
    - Digital portfolio must be provided
- *License/Certification*
  - UX / UI Certification *(preferred)*

KNOWLEDGE, SKILLS, ABILITIES:
- Strong analytical and problem-solving skills
- Strong interpersonal skills
- High level of emotional intelligence
- Excellent collaboration, facilitation, and presentation skills
- Excellent written and verbal communication skills
- Strong strategic and critical thinking skills
- Strong leadership, mentoring, and coaching skills
- Familiarity with front-end development processes
- Strong grasp of design fundamentals and advanced knowledge of interaction design processes and deliverables
- Expert in conducting stakeholder validation, user research, and/or user-testing sessions.
- Ability to leverage insights to drive iteration and product evolution.
- Cross-discipline mindset and ability to shepherd good practice in UX / UI Design
- Expert at Figma, Miro and other standard UX / UI software
- Ability to leverage and contribute to structuring design systems and component libraries.
- Ability to lead the design process while ensuring quality and consistency in the product.

Last Updated By:	