



# Administrative Office of the Courts

## Job Description

<b>Job Title:</b>	AOC Senior Technical Analyst	<b>Grade:</b>	IST06
<b>Division:</b>	Court Information Systems	<b>Revision Date:</b>	03/04/2026

### Summary:

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>.

The AOC Senior Technical Analyst is required to be a competent functional user of AOC software applications provided to the courts and to have a general level of understanding of relevant court business processes. The Senior Technical Analyst is the technical liaison between the software applications and the application users. The Senior Technical Analyst is required to have an advanced working knowledge in the technologies used to provide the applications and must be expert level in configuring and supporting the software applications. The Senior Technical Analyst is a member of the Application Support Team.

Applicants must be authorized to work for any employer in the United States. We are unable to sponsor or take over sponsorship of employment currently.

### Functions:

- Configure systems according to business requirements and write and execute scripts to solve problems and load data
- Provide security administration for application users
- Plan, document and execute technical hardware & software verification
- Troubleshoot application issues and provide technical support to application users
- Test training materials, software patches, software upgrades, configuration changes, and data conversion verification
- Plan, document and execute technical training as needed
- Discover and develop ways to automate manual processes
- Provide application support in person, by telephone, and by email
- Provide mentoring and technical training to other team members
- Other duties as assigned

### Dimensions:

The Senior Technical Analyst will have regular contact with elected court officials and court staff, interdepartmental and divisional staff, as well as other state agency personnel. As a representative of the AOC, the Senior Technical Analyst is expected to maintain a high degree of integrity, decorum, and respect for court personnel.

### Knowledge, Skills, Abilities:

#### The successful candidate must have:

- Proficient knowledge in writing and executing SQL scripts.

- Proficiency in interacting with RDBMS, including SQL Server and Oracle.
- Proficient knowledge with application development in Python, Java, JavaScript, XML, and Oracle Forms desired.
- Proficiency in Microsoft Office 365 applications, including Excel (advanced functions, pivot tables), SharePoint, and Teams.
- Demonstrated ability to analyze database indexes, interpret query execution plans, and apply performance-tuning techniques to optimize system efficiency.
- Strong oral and written communication skills and the ability to communicate effectively with court and non-court, legal and non-legal, technical and non-technical persons.
- Ability to perform basic mathematical calculations.
- Ability to diagnose application issues, analyze system behavior, and manage escalations.
- Ability to analyze system logs, error outputs, and data anomalies to identify root causes and recommend long-term resolutions.
- Ability to create Oracle and/or Jasper Reports.
- Ability to lead others and offer innovative solutions.
- Ability to work independently and collaboratively as part of a team.
- Ability to travel in-state, sometimes overnight and on short notice.

**Minimum Qualifications:**

- ***Education***
  - The formal education of a bachelor's degree in computer science or a related field. Advanced technical certifications (e.g., SQL Server, Oracle, ITIL, AWS/GCP cloud fundamentals, or Agile) are highly desired.
- ***Experience***
  - The Senior Technical Analyst must have five years of experience providing technical and functional support for complex software applications, as well as five years of experience working in Agile or Disciplined Agile environments.

Last Updated By:

Jackie Swan