



Administrative Office of the Courts

Job Description

Job Title:	AOC Business Analyst	Grade:	IST06
Division:	Court Information Systems	Revision Date:	5/27/2026

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 agile methodologies. You may view our Statement of Core Values at <https://www.arcourts.gov/modernization/statement-core-values>.

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

POSITION SUMMARY:

The Business Analyst assists users by diagnosing and conducting research on issues, responding to inquiries through phone, in-person meetings, and email, and by delivering both functional and technical support. The ideal candidate is detail-oriented, proactive, critical-thinking, experienced in agile methods, and enthusiastic about ongoing learning and technology. The Business Analyst is required to be an expert user in AOC applications provided to the courts and to have a high level of understanding of relevant court business processes.

JOB DUTIES:

- Develop comprehensive and accurate business process documentation and workflows for system configuration, training materials, and application support.
- Evaluate the implications of software application changes.
- Collaborate with technical analysts to translate high-level business requirements into functional and technical specifications.
- Maintain proficiency in system operations by participating in application testing and resolving support requests.
- Prepare specification requirements for system modifications, documents, and reports, and ensure change tracking documentation is current.
- Lead application training sessions and deliver support to end users both onsite and remotely.
- Provide CIS Teams with business process information to facilitate training and resolve issues.
- Analyze issue logs to assess impacts on business processes, configuration, security settings, and related concerns.
- Organize and present information effectively during meetings.
- Collect customer requirements using workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methodologies.

- Participate in system configuration updates, including postage rate adjustments and legislative changes.
- Assist courts in addressing accounting-related matters.
- Contribute actively to achieving team performance and customer service objectives.
- Perform additional duties as assigned.

QUALIFICATIONS:

- ***Education***

A bachelor's degree in business administration or a related field and four years of relevant experience is desired. Advanced certifications are highly desirable.

- ***Experience***

Experience supporting enterprise applications is required. Knowledge of Arkansas court systems and understanding of the use of technology in court applications are highly desirable. The Business 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 Business Analyst is expected to maintain a high degree of integrity, decorum, and respect for court personnel at all times.

- ***Knowledge, Skills, Abilities***

- Demonstrate understanding of Arkansas court business processes and procedures
- Familiarity with Contexte, eFlex, IMIS, and JUROR is preferred
- Experience with project management and process improvement methodologies
- Proficient in manual and electronic record keeping procedures
- Outstanding oral and written communication skills, with the ability to interact effectively with both court and non-court personnel, as well as legal, non-legal, technical, and non-technical stakeholders
- Excellent analytical abilities paired with creative problem-solving skills
- Strong computer skills, including proficiency in Microsoft Office 365 and JIRA
- Knowledge of court accounting practices
- Ability to map current business processes, conduct thorough analysis, and recommend enhancements
- Capable of analyzing and evaluating comparative data, visually representing workflows, and presenting to large groups
- Able to provide remote training and application support to court end users
- Competent in identifying gaps and defining functional requirements for system usage and reporting data from systems
- Effective collaborator with teams composed of individuals with varying levels of expertise and technical proficiency
- Ability to manage multiple concurrent tasks and meet deadlines.
- Able to travel within the state, including occasional overnight stays, on short notice

Last Updated By:

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