



# Administrative Office of the Courts

## Job Description

<b>Job Title:</b>	AOC Court Applications Business Director	<b>Grade/Position:</b>	IT10
<b>Division:</b>	Court Information Systems	<b>Revision Date:</b>	July 2021

### POSITION 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 Court Applications Business Director is a member of the CIS Division's Leadership Team and is responsible for collaborating with the division's Application Support Team. As part of leadership, the Business Director helps develop standards for application training, data quality, and business requirement translation for the implementation of court management systems in Arkansas courts. The Business Director has regular contact with elected court officials and court staff, department staff, and other state agency personnel. Duties include developing, maintaining, documenting, and implementing technology standards for business needs for the courts. As liaison for the Application Support Team, the Business Director coaches and provides guidance related to the challenges of running a successful help desk.

### JOB DUTIES:

- Ensure team goals and objectives are aligned with division and agency
- Work in a Disciplined Agile team environment
- Serve as a member of the Leadership Team and act as the Liaison for the Application Support team and work with customers to ensure appropriate prioritization for support requests, software maintenance and application development
- Work closely with staff attorneys and the Office of Research and Justice Statistics to ensure that system requirements align with legal and data quality requirements
- Verify that standards, processes, and procedures are followed by the teams
- Assist the Application Support Team with resourcing to ensure that group activities are properly balanced between projects and operational activities
- Provide guidance to all teams on how court users utilize the AOC court applications to manage their day-to-day business activities
- Define scope and objectives to meet business goals
- Responsible for leading and coaching the work of the Application Support Team
- Keep track of related work and critical issues that impact the courts' caseloads
- Responsible for serving as an escalation point for customers and team members
- Participate in the development of the court management systems
- Identify and initiate continuous improvement opportunities
- Conduct impact analyses of business requirements on the systems
- Participate in the development process for new policies and mandates for the agency

- Verify user requirements to design specifications
- Facilitate workflow that ensures communication of issues within the team and to other cross-functional teams
- Serve as chief product owner for the organization and guide the development of the product owner community of practice
- Other duties as assigned

**QUALIFICATIONS:**

- **Education**
  - The formal education of a master’s degree in public or business administration or a related field
  - Relevant technical and program management certifications are highly desirable
- **Experience**
  - Eight years relevant experience, including five years in a management or supervisory role or 15 years of relevant experience
  - The Business Director must have experience in professional administration overseeing the coordination, management, and implementation of information technology projects and support programs serving the business needs of a large organization
  - Experience supervising a team of technology and application support professionals
  - Work experience in an agile project management environment is required
  - Experience in these roles in a court management environment is highly desirable
- **Knowledge, Skills, Abilities**
  - Knowledge of court systems and understanding of the use of technology in court applications is required
  - Knowledge of customer support processes and managing customer service
  - Knowledge of commonly used concepts, best practices, and procedures in court management
  - Must have strong customer service skills and coach the Application Support Team in ways to improve customer service
  - Must have excellent oral and written communication skills
  - Must be highly analytical and capable of envisioning how small details will assimilate into broader system requirements
  - Ability to provide ongoing, effective communication, coaching, development, and positive reinforcement to teams
  - Ability to work in a team environment and bring leadership and expertise to the division
  - Ability to operate successfully in stressful situations
  - Ability to appropriately prioritize work efforts, and ensure coverage for each area of team members’ responsibility
  - Ability to maintain a high degree of integrity, decorum, and respect for court personnel at all times and possess the ability to communicate with court personnel at all levels

Last Updated By:

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