



Administrative Office of the Courts

Job Description

Job Title:	AOC Applications Specialist	Grade:	GS09
Division:	Court Information Systems (CIS)	Position No.:	22175626

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 **Applications Specialist** 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. The Applications Specialist is responsible for implementing and supporting applications including Case Management, Jury Management, and eFiling. The Applications Specialist is a member of the Implementation Team and will participate in court application business analysis, configuration, training and support.

JOB DUTIES:

- Works on an Agile team that employs the Disciplined Agile Methodology
- Document and analyze court business processes for the purpose of implementing and supporting AOC-provided applications in Arkansas courts
- Configure AOC-provided systems for implementation in Arkansas Courts
- Prepare and update training materials and conduct live and remote training sessions
- Present informational and educational sessions in front of large audiences
- Provide application support for end users
- Analyze testing criteria, assist with the development of test plans for quality assurance, and conduct system and materials tests
- Contribute to team ceremonies such as daily stand ups, planning, and retrospectives
- Identify tasks, estimate tasks, "sign-up" for tasks, perform the tasks, and track their status towards completion
- Other duties as assigned

Knowledge, Skills, Abilities

The successful candidate must have:

- Proficiency in Microsoft Office 365 applications
- 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 work independently and collaboratively as part of a team
- Ability to travel in-state, sometimes overnight and on short notice
- Ability to train remotely
- Ability to regularly lift up to 75 pounds

Minimum Qualifications:

- ***Education***
The formal education of a bachelor’s degree and two years relevant experience, or five years of relevant experience is required.
- ***Experience***
Knowledge of Arkansas court systems and understanding of the use of technology in court applications is highly desirable. Experience with adult learning techniques, classroom instruction, remote instruction, and one-on-one instruction in use of software applications is required. Experience developing on-demand computer-based training curriculum is highly desirable.

Last Updated By:	Tim Holthoff	Date:	September 13, 2021
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