



Administrative Office of the Courts

Job Description

Job Title:	AOC Business Analyst	Grade:	IT05
Division:	Court Information Systems	Revision Date:	08/26/2021

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 Business Analyst is a member of the Application Support Team and provides technical support to users by researching, answering questions, troubleshooting problems, and providing support to all users. The successful candidate: is detail-oriented; is pro-active; has the ability to think critically; has familiarity in working with agile methodologies; is passionate about technology with enthusiasm for continual learning. The Business Analyst will be knowledgeable in applications provided to the courts and have a high level of understanding of relevant court business processes.

JOB DUTIES:

- Produce accurate and complete business process documentation and workflows to use in system configuration, training materials, and application support
- Analyze impacts of changes to software applications
- Work with application developers to translate high-level business requirements into functional and technical specifications
- Maintain system expertise by participating in testing of applications and resolving support requests
- Create specification requirements for system changes, documents, and reports, and update change tracking documentation
- Conduct application training sessions and provide support to end users, both in-person and remote
- Provide business process information to the CIS Teams to support training and issue resolution
- Review issue logs for impacts to business processes, configuration, security settings, and all other issues
- Prepare and present/facilitate during meetings
- Gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods
- Track annual configuration changes, such as postage rate increase and legislative updates
- Assist courts with resolution of accounting issues
- Create informative, actionable, and repeatable reporting that highlights relevant business trends and opportunities for improvement
- Contribute to team effort to accomplish performance and customer service goals
- Other duties as assigned

QUALIFICATIONS:

- ***Education and Experience***

A bachelor’s degree in business administration or a related field and four years of relevant experience, or at least eight years of relevant experience is required. Three years of experience in Agile methodology, customer service, research, analysis, and accounting are preferred. Knowledge of Arkansas court processes and understanding the use of technology in court software is highly desirable. This position will have regular contact with elected court officials and court staff, department staff, other state agency/institutions personnel. As a representative of the AOC, the position is expected to maintain a high degree of integrity, decorum, and respect for court personnel at all times.

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

- Knowledge of Arkansas court business processes and procedures
- Knowledge of Contexte, eFlex, IMIS and JUROR preferred
- Knowledge of project management and process improvement methodologies
- Knowledge of record keeping procedures, both manual and electronic
- Excellent oral and written communication skills, including the ability to communicate effectively with court and non-court, legal and non-legal, technical, and non-technical personnel
- Exceptional analytical and creative problem-solving skills
- Strong computer skills with proficiencies in Microsoft Office 365, Visio, and Outlook
- Accounting knowledge and experience preferred
- Ability to accurately chart existing business processes, provide thorough analysis, and recommend improvements
- Ability to analyze and evaluate comparative data, graphically represent workflows, and present in front of large groups
- Ability to provide remote training on the use of the applications and provide application support to court end users
- Ability to identify gaps and define functional requirements for system usage and reporting of data out of the systems
- Ability to collaborate with a team comprised of members from disparate groups with differing levels of expertise and technical abilities
- Ability to effectively multitask, well under pressure, and meet deadlines
- Ability to travel in state, occasional overnight stays, sometimes on short notice

Last Updated By:	Tim Holthoff
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