



Arkansas Supreme Court

Administrative Office of the Courts

Job Description

Job Title:	AOC Team Lead / Technical Writer	Grade:	IT09
		Salary Range:	
Division:	Court Information Systems	Revision Date:	August 3, 2021

The Arkansas Administrative Office of the Courts, Court Information Systems Division, is seeking applications for a Team Lead / Technical Writer to be a team member on the Build New team. Applicants should send a cover letter, resume, and contact information for three professional references by email to cis.buildnew@arcourts.gov.

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>.

POSITION SUMMARY:

This is a dual role between AOC Team Lead and AOC Technical Writer. The AOC Team Lead serves the Build New team by following the Disciplined Agile Delivery methodology to deliver a new court management system. The Team Lead is assigned responsibility and accountability for overseeing the successful completion of all work assigned to the Build New Team. The Team Lead is a process expert within the Build New Team, understanding the software development / maintenance processes and verifying process conformance. The Team Lead will monitor stability of production applications owned by the Build New Team. The Team Lead assists the team members in development activities and reviews tasks as required. The Team Lead manages and updates progress towards objectives, assists members in resolving problems, and engages in personnel management and guidance to team members. The Team Lead fosters a positive work environment by mentoring, supporting, and committing to the professional development of team members. The AOC Technical Writer develops and maintains user and technical documentation and project process documentation for the Build New Team. The Technical Writer understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. The experienced Technical Writer provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the new application as it is being built.

JOB DUTIES:

- Works on an Agile team that employs the Disciplined Agile Methodology
- Leads the day-to-day activities of the Build New Team to ensure continual progress toward the development of a court management system.
- Provide leadership in the development of standards, policies, and procedures for the Build New Team.
- Operate within a budget for cloud services.
- Research and make recommendations for the purchase of cloud services to the Enterprise Architecture Team and the Leadership Team.
- Monitor stability of production applications owned by the team.
- Prepare estimates for maintenance and enhancement of existing applications and development of new applications.
- Perform detailed retrospectives and planning tasks as appropriate.
- Balance workload with Build New Team capacity by managing team's activities according to schedule.

- Manage the accomplishment of delivery metrics for on time performance commitments and productivity improvement.
- Develop and deliver presentations, training sessions and demos.
- Present oral and written documentation illustrating project plans, issue reports, and project changes to appropriate levels of management.
- Proactively identify and manage issues/risks affecting the project.
- Communicate accurate and useful status to the CIS Division on a timely basis.
- Identify and initiate continuous improvements.
- Instill commitment to quality, customer service, ownership, and teamwork.
- Monitor and measure maintenance and development process effectiveness.
- Coach the team on D.A.D. methodology and ensure that defined processes are followed.
- Facilitate transparency of the team's progress through updates provided on various webpages.
- Maintain awareness of new developments in industry and processes and apply as appropriate.
- Clearly communicate the team's goals, working agreement, and policies and procedures
- Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider.
- Write and standardize error messages within the application.
- Develop on-line source documentation as appropriate.
- Maintain documentation libraries and subscription lists.
- Identify, create, revise, and maintain documentation and templates needed by the Build New Team
- Ensure appropriate control access/use of documentation materials.
- Maintain application and user documentation.
- Ensure messages and terminology is consistent across all written materials.
- Research and complete documentation service requests
- Work with Build New Team members to enhance their understanding of end-user and technical documentation.
- Other duties as assigned.

QUALIFICATIONS:

- **Education**
 - The formal education of a master's degree or equivalent relevant experience.
- **Experience**
 - Require ten years of relevant experience with software development life cycle
 - Prefer three years of relevant experience in DAD methodology or project management.
 - Prefer two years of relevant experience with technical documentation.

KNOWLEDGE, SKILLS, ABILITIES:

- Knowledge of current and emerging technologies and the effective application of those technologies.
- Knowledge of cloud-based network communications and security technologies.
- Ability to lead and motivate team members to achieve iteration and quarterly goals.
- Ability to estimate expenses for cloud services and report on expenses against a cloud budget.
- Ability to work in a team environment.
- Ability to understand C# programming code.
- Ability to effectively multitask.

- Ability to operate standard office equipment and computer software.
- Strong analytical skills and interpersonal skills
- Ability to analyze problems and make effective recommendations and decisions.
- Ability to communicate complex technical subjects clearly and concisely.
- Knowledge of Arkansas court case management practices, business processes and procedures, desirable
- Experience in presenting technical information in a live setting, such as classroom training, presentations, or video conference.
- 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 persons individually and in front of small groups
- Produce engaging, creative pieces which are gripping and informative from start to finish.
- Thoroughly research written work to ensure all information included is factually accurate.
- Ability to create documentation for audiences with different levels of technical skill.
- Demonstrates a detailed oriented mind-set
- Be able to deliver perfect articles without spelling or grammatical errors.
- Experience in presenting technical information in a live setting, such as classroom training, presentations, or video conference.

Last Updated By:

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