Administrative Office of the Courts
Job Description

Job Title:	AOC Marketing & Technical Writer	Grade:	IT06
Division:	Court Information Systems	Revision Date:	October 22, 2024

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:

The AOC Marketing & Technical Writer will develop materials to support change management initiatives with an understanding of the user's view of applications and technology. The successful candidate will become a Subject Matter Expert (SME) in the new ARCourts Court Management System (CMS) brand and written, visual, and video communications. The Marketing & Technical Writer will develop and maintain user and technical documentation, both in written and video formats, for the new CMS and work with stakeholders and team members to develop professional materials for the learning management system (LMS).

JOB DUTIES:

- Communicate effectively with internal and external stakeholders involved in the change process as the new CMS is deployed to production.
- Develop change management materials that will result in end-user adoption.
- Write clear and concise public-facing content for the new CMS webpage, the LMS, and internal design platform, ensuring both platforms are intuitive and easily understood.
- Update and edit public-facing content on CMS webpages using Drupal.
- Write, create, and edit high-quality, user-friendly documentation, such as user documentation, training manuals, help topics, FAQs, how-to videos, etc.
- Write user-friendly content using language that guides user success.
- Create scripts for video tutorials and presentations.
- Conduct usability testing to gather feedback on content effectiveness.
- Adhere to brand system guidelines, including voice/tone standards to maintain consistency in content creation.
- Prioritize tasks to meet strict timelines and deliver clear and concise, high-quality content (i.e., written and video)
- Mentor other team members to create a culture of collaboration and professional development.
- Create and publish internal content using Confluence.
- Model proficiency in English writing, editing, spelling, grammar skills in written and video deliverables.
- Serve as proofreader/editor for all public-facing content built out by the team.
- Responsible for mentoring a diverse group of peers in developing, enhancing, and publishing public-facing marketing and technical content.
- Thrive in a fast-paced agile development environment.
- Create and publish newsletters or other customer-facing communications.
- Participate in team planning sessions.
- Other duties as assigned.

QUALIFICATIONS:

- *Education*
  - A bachelor's degree in journalism, communications, computer science or a related technical field

- **Experience**
  - Written, visual, and video communications – 3-5 years preferred
  - Experience in using industry recognized XML tools to create documentation – 3-5 years preferred
  - Experience in using Microsoft Office 365
  - Experience in Adobe Creative Cloud Suite
  - Experience in using JIRA

KNOWLEDGE, SKILLS, ABILITIES:

- Strong analytical and problem-solving skills
- Strong interpersonal skills
- High level of emotional intelligence
- Excellent collaboration, facilitation, and presentation skills
- Excellent written and oral communication skills including the ability to communicate effectively with court and non-court, legal and no-legal, technical, and non-technical persons individually and in front of small groups.
- Strong strategic and critical thinking skills
- Strong mentoring and coaching skills.
- Self-starter requiring minimal supervision.
- Demonstrated success in bringing innovation to an organization.
- Ability to receive and incorporate feedback.
- Experience in presenting technical information in a live setting, such as classroom training, presentations, or video conference.
- Thoroughly research written work to ensure all information included is factually accurate.
- Ability to create documentation for audiences with different levels of technical skills.
- Be able to deliver high-quality content without spelling and grammatical errors.
- Knowledge of current and emerging technologies and the effective application of those technologies.
- Purpose-driven team player
- Proactive in building relationships with internal and external stakeholders.

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