 Administrative Office of the Courts
Job Description

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| Job Title: | AOC Computer Support Analyst II | Grade:  | IT08 |
| Division: | Court Information Systems | Revision Date: | 2/4/2025 |
| 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**](https://www.arcourts.gov/modernization/statement-core-values).The AOC Computer Support Specialist is a member of the Operations Team and is responsible for troubleshooting and maintaining personal computers in a networked environment for the Arkansas Supreme Court, Court of Appeals, Administrative Office of the Courts and other entities within the Judicial Branch. Duties also include IT Division purchasing for the AOC and other Judicial Branch entities.JOB DUTIES:* Resolve hardware, software, and network support requests from Judicial Branch employees
* Install and configure computer and peripheral hardware and software
* Diagnose, repair, and replace computer hardware components
* Create and manage user accounts and permissions within Active Directory and Office 365
* Communicate with hardware and software vendors
* Make recommendations for hardware and software purchases
* Work with the Finance Division to complete approved IT hardware and software purchases
* Research new technology and evaluate new products to determine their usefulness to agency users
* Train employees in system operation and maintain system instructional manuals and supplies
* Assist with inventory tracking of computer hardware and software
* Other duties as assigned

**QUALIFICATIONS:*** ***Education/Experience***
	+ A college degree or three years' experience in desktop/personal computer support is required. The completion of technical training in computer science, data processing, or a related field is preferred.
* ***Knowledge, Skills, Abilities***
	+ Knowledge of installation and maintenance of personal computer hardware
	+ Knowledge of installation and upgrade of personal computer operating systems and application software
	+ Knowledge of installation, configuration and upgrade of Microsoft Windows, Microsoft Office
	+ Knowledge of basic record keeping procedures
	+ Ability to operate standard office equipment
	+ Ability to provide technical assistance in person and by telephone or email to Judicial Branch employees
	+ Ability to perform basic mathematical calculations
	+ Knowledge of purchasing procedures using state purchasing systems
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| Last Updated By: | Gary Heaton 2/4/2025 |