



Administrative Office of the Courts

Job Description

Job Title:	AOC Technical Analyst	Grade:	IST06
Division:	Court Information Systems	Revision Date:	4/7/2026

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>.

Applicants must be authorized to work for any employer in the United States. We are unable to sponsor or take over sponsorship of employment currently.

The AOC Technical Analyst is required to be a competent functional user of AOC software applications provided to the courts and to have a general level of understanding of relevant court business processes. The Technical Analyst is the technical liaison between the software applications and the application users. The Technical Analyst is required to have a working knowledge in the technologies used to provide the applications and must be expert level in configuring and supporting the software applications. The Technical Analyst is a member of the Application Support Team.

Functions:

- Configure systems according to business requirements and write and execute scripts to solve problems and load data
- Provide security administration for application users
- Plan, document and execute technical hardware & software verification
- Troubleshoot application issues and provide technical support to application users
- Test training materials, software patches, software upgrades, configuration changes, and data conversion verification
- Plan, document and execute technical training as needed
- Discover and develop ways to automate manual processes
- Provide application support in person, by telephone, and by email
- Participate in team rotations such as phone lead, on-holds, and daily stand-up
- Other duties as assigned

Dimensions:

The Technical Analyst will have regular contact with elected court officials and court staff, interdepartmental and divisional staff, as well as other state agency personnel. As a representative of the AOC, the Technical Analyst is expected to maintain a high degree of integrity, decorum, and respect for court personnel.

Knowledge, Skills, Abilities:**The successful candidate must have:**

- Knowledge of installation, upgrade, and maintenance of computer hardware, operating systems, and application software
- Proficient in Microsoft Office 365 applications
- Proficient in Atlassian JIRA products (i.e. JIRA Software, JIRA Service Management)
- Proficient knowledge in writing and executing SQL scripts
- Proficient in interacting with RDBMS, including SQL Server, Oracle, and AWS.
- 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 regularly lift up to 75 pounds to transport and set up training laptops

Minimum Qualifications:

- ***Education***
 - A Bachelor of Science degree in Computer Science or a related field. Advanced relevant technical certifications are desired.
- ***Experience***
 - The Technical Analyst must have three years of experience in supporting and managing complex software applications

Last Updated By:

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