Administrative Office of the Courts
Job Description

Job Title:	AOC Applications Specialist	**Grade:**	IST05
Division:	Court Information Systems (CIS)	**Revision Date:**	07/02/2026

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.

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

The Applications Specialist is a member of the Application Support Team and provides functional support to users by researching, answering questions, troubleshooting problems, and providing support to all users. The Applications Specialist will be knowledgeable in applications provided to the courts and have a high level of understanding of relevant court business processes.

JOB DUTIES:

- Document and analyze court business processes to identify process gaps as users report issues.
- Provide business process information to the CIS Teams to support training and issue resolution
- Develop standardized system documents that merge information for courts to use on a routine basis
- Translate court processes and illustrate workflow to assist with system configuration
- Recommend best business practices for court users
- Assist in the development of training materials
- Maintain system expertise by participating in testing of applications and resolving support requests
- Provide application support for end users
- Evaluate product enhancement requests
- Provide classroom and one-on-one application training
- Assist with the testing of materials, configuration, data verification, and systems regression testing
- Review issues and assess user performance to recommend improvements with internal processes, system configuration, security, and application support
- Assist with answering phones and logging emails received
- Document details, communication and steps taken to resolve user issues.
- Assist courts with resolution of accounting issues
- Assist courts in running reports
- Other duties as assigned

QUALIFICATIONS:

- ***Education***
  The formal education of a bachelor's degree and two years relevant experience is desired.

- ***Experience***
  Knowledge of Arkansas court systems and understanding of the use of technology in court applications are highly desirable. The Applications Specialist may 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 Applications Specialist 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 case management practices, business processes, and court procedures
  - Knowledge of Arkansas laws, rules, and regulations
  - Knowledge of manual and electronic record keeping procedures
  - Proficiency in Microsoft Office Suite
  - Strong interpersonal and organizational skills
  - Strong analytical and problem-solving skills
  - Strong data entry skills
  - 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 research, multitask, work well under pressure, and meet deadlines
  - Ability to work independently and as part of a team
  - Ability to operate standard office equipment
  - Ability to provide application support in person, by telephone, and by email
  - Ability to travel in-state, sometimes overnight and on short notice
  - Ability to perform basic mathematical calculations
  - Ability to analyze and compare statistical reports

Last Updated By:	Jackie Swan