



Administrative Office of the Courts

Job Description

| | | | |
|-------------------|---------------------------------|-----------------------|------------|
| Job Title: | AOC Functional Specialist | Grade: | C122 |
| Division: | Court Information Systems (CIS) | Revision Date: | 03/15/2013 |

POSITION SUMMARY:

The Functional Specialist is required to be an expert user in AOC applications provided to the courts, and to have a high level of understanding of relevant court business processes. The Functional Specialist is responsible for supporting applications like Case Management, Jury, and eFiling. The Regional Functional Specialist is designated as a remote position and is responsible for providing support to courts in a specific geographic region within the state. The Functional Specialist reports to the Case Management Business Manager or the Case Management Technical Manager.

JOB DUTIES:

- Document and analyze court business processes in order to identify foreseeable process gaps as users migrate from the legacy systems to the AOC systems
- Identify and document data requirements to create specifications for the development of system documents and reports
- Assist the development team with the creation and maintenance of system documents and reports
- Develop standardized system documents that merge information for courts to use on a routine basis
- Translate court processes and illustrate work flow to assist with system configuration
- Recommend best business practices for court users
- Assist in the development of training materials
- Maintain and troubleshoot training equipment
- Assist in data conversion design and translation table mapping
- Provide application support for end users
- Perform data entry of coversheets that are submitted by paper reporting courts for statistical purposes
- Conduct, analyze, and troubleshoot case data transmittals from legacy and third party applications
- Evaluate product enhancement requests
- Provide classroom and one-on-one application training
- Analyze testing criteria and assist with the development of test plans for quality assurance
- Assist with the testing of materials, configuration, data verification, and systems regression testing
- Review issue logs and assess user performance to recommend improvements with internal processes, system configuration, security, and application support
- Provide details, estimate duration, and log time on assigned tasks
- Conduct audits to analyze data for timeliness, accuracy, and completeness
- Assist courts in running reports for annual statistics
- Other duties as assigned

QUALIFICATIONS:

- **Education**

The formal education of a bachelor's degree and two years relevant experience, or five years of relevant experience is required.

- **Experience**

Knowledge of Arkansas court systems and understanding of the use of technology in court applications is highly desirable. The Functional 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 Functional 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
- 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:

Alex Rogers