



Administrative Office of the Courts

Job Description

Job Title:	AOC Project Manager	Grade:	C122
Division:	Court Information Systems	Revision Date:	March 25, 2013

POSITION SUMMARY:

The AOC Project Manager is responsible for planning, executing, and completing CIS Division projects. This includes managing and reporting on risks, issues, and changes incurred throughout assigned projects. The Project Manager is responsible for establishing relationships with internal and external project stakeholders and managing expectations. The Project Manager reports to the AOC PMO Manager.

JOB DUTIES:

- Oversee assigned projects from initiation phase and throughout the project life cycle
- Effectively apply in-house project management methodology and standards
- Ensure project documents are complete, current, and stored appropriately
- Create detailed project schedules with input from resource managers and project team members
- Verify that project risks, tasks, and issues are managed, updated, and completed or resolved
- Build and maintain working relationships with team members, court personnel, vendors, and other entities that are involved with the projects
- Present oral and written reports illustrating project plans, issues, and changes to appropriate levels of management
- Coach and motivate team members
- Identify opportunities for internal process improvements
- Work cross-functionally to solve problems and implement changes
- Negotiate and monitor contracts to ensure quality is provided and scope is controlled
- Negotiate resolution of conflicts between team members, resource managers, and external stakeholders
- Assist in the resolution of conflicts between project and operational work
- Assist in the development of standards, policies, and procedures for the PMO and AOC programs
- Assist in defining customer requirements and service levels
- Communicate to management and project team the impacts of changes, risks, and issues, and opportunities for improvements
- Other duties as assigned

QUALIFICATIONS:

- **Education**
The Project Manager must have a bachelor's degree in public or business administration, computer science, or a related field.
- **Experience**
The Project Manager must have at least three years of experience in the project management role with an understanding of formal methodologies and frameworks. Knowledge of Arkansas court systems and understanding of the use of technology in court applications is preferred. The Project Manager 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 Project Manager is expected to maintain a high degree of integrity, decorum, and respect for court personnel at all times. PMP is preferred.
- **Knowledge, Skills, Abilities**
 - Knowledge of the principles of project management
 - Knowledge of project management phases
 - Knowledge of project management best practices

- General knowledge of industry standards, methodologies, and tools
- Computer skills, including proficiency with Microsoft Project and/or other project management tools, including Microsoft Office Suite
- Strong oral and written communication skills
- Strong negotiating, influencing, and conflict resolution skills
- Ability to provide detail and timely project reporting to management and project team members
- Ability to adhere to the internal standards and project management methodology
- Ability to coordinate activities with internal staff, court personnel, and vendors
- Ability to provide detailed planning to accomplish project goals
- Ability to work independently with little or no supervision
- Ability to plan, direct, and implement multiple and concurrent projects
- Ability to lead cross-functional project teams
- Occasional overnight in-state travel will be required

Last Updated By:

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