



Technical Support Consultant

CONSOLIDATED COURT AUTOMATION PROGRAMS

If you have experience architecting, supporting and maintaining enterprise email systems, overseeing the efficient operation of an enterprise computing environment, or responsibility for architecting, supporting and maintaining central hardware infrastructure, you are encouraged to apply for the **Technical Support Consultant** position with the Consolidated Court Automation Programs (CCAP) division of the Wisconsin Court System.

This position has the overall responsibility for architecting, supporting, and maintaining the wide area networking, local area networking, and email infrastructure for the Wisconsin court system enterprise. This infrastructure directly supports the daily operations of all Wisconsin courts, including enterprise email and messaging services. This position works closely with CCAP Technical Support engineers, Cybersecurity engineers, call center staff, and third party vendors to analyze technical problems, research technical solutions, and respond to technical emergencies. This position actively mentors CCAP technical staff to efficiently support court system users. The person in this position has and maintains the knowledge and skills necessary to fully lead technical projects and support tasks related to WAN, LAN, and messaging hardware and infrastructure. This position works closely with project managers to develop project plans that clearly define the tasks that need to be completed for each project.

LOCATION: Madison, WI with statewide travel required.

SALARY: \$85,633.60 to \$117,790.40 annually with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

CLASSIFICATION: Technical Support Consultant

RESPONSIBILITIES:

1) Troubleshoot and respond to escalated call center-related technical issues, system-generated alerts, and issues brought forth by other CCAP tier 3 support staff. 2) Maintain, monitor, and support production computing devices, storage devices, networking equipment, operating systems, software, and network infrastructure. 3) Research new systems, techniques, or tools for the purpose of implementing new production systems or remediating existing technical problems. 4) Performs field service as necessary to troubleshoot/resolve courthouse-based technology issues, or to implement new or upgraded systems. 5) Monitor production systems to proactively improve performance or resolve pending technical problems. 6) Reacts to technical emergencies, takes appropriate action.

QUALIFICATIONS:

Required: 1) A Bachelor's Degree in Computer Science, Information Technology, Computer Engineering or related field. 2) Senior level experience in complex technical implementation projects. 3) Lead experience in computer hardware and software installation and maintenance. 4) Experience in a senior capacity supporting enterprise computer networks. 5) Significant experience providing end-user support with key accountabilities for server hardware, email, and network support.

Preferred: 1) Senior level experience in leading complex technical implementation projects. 2) Experience implementing cloud based storage solutions. 3) Experience implementing SaaS solutions. 4) Experience implementing and supporting Office 365 5) Experience implementing and supporting AWS or Azure in an enterprise environment 6) Experience in network security.

SPECIAL REQUIREMENTS:

1.) Employment will require a criminal background check; 2.) Must meet the minimum standards for driving a state vehicle; 3.) Must be able to travel throughout the State of Wisconsin with occasional overnights.

TO APPLY:

Please submit a cover letter and resume in a single .pdf document indicating the position **Technical Support Consultant #24-2407** to human.resources@wicourts.gov. All materials should address your relevant education, experience, and skills as it relates to the qualifications and special requirements listed above. Failure to follow these procedures may result in your disqualification.

DEADLINE:

In order to be assured consideration, applications must be received by 11:59 PM on April 7, 2024. The Wisconsin Court System will provide reasonable accommodations to qualified applicants when requested. For additional information on the court system visit our website at www.wicourts.gov.

Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER