



COURT TECHNOLOGY SUPPORT ENGINEER CONSOLIDATED COURT AUTOMATION PROGRAMS

If you have experience delivering and maintaining robust and reliable technical solutions, providing technical assistance to computer users, are customer service driven, and have experience resolving computer problems for clients in person, via telephone, and electronically; we encourage you to apply for the **Court Technology Support Engineer** position at the Wisconsin Court System.

The Consolidated Court Automation Programs (CCAP) is seeking qualified candidates for full-time **Court Technology Support Engineers**. These positions are part of a growing team that has overall responsibility for implementing state of the art digital audio recording systems throughout the circuit courts, and delivering and supporting the technical infrastructure that enables the operations of the Wisconsin Court System. The CCAP Technical Support team is responsible for supporting an efficient computing infrastructure throughout the Wisconsin Court System, which includes computers, peripherals courtroom-based audio visual systems, and networking equipment for over 2800 users in 80 remote locations statewide.

LOCATION: Madison, WI with a minimum of 25% statewide travel required.

SALARY: \$60,826 to \$73,600 annually with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

CLASSIFICATION: Technical Support Engineer – Advanced or Senior

RESPONSIBILITIES:

1.) Provides maintenance and support for Wisconsin Court System software and hardware; 2.) Installs, configures and troubleshoots computer hardware and software in county courthouses and court system offices throughout Wisconsin; 3.) Provides second level technical customer support and takes corrective action; 4.) Performs field service to upgrade hardware or troubleshoot and resolve technology issues; 5.) Responds effectively and efficiently to unplanned events such as system failures or natural disasters involving production systems; 6.) Implements cyber security policies.

QUALIFICATIONS:

Required: 1.) Experience providing phone-based technical support; 2.) Experience in computer hardware and software support and maintenance; 3.) Experience installing, configuring, upgrading and troubleshooting computers, printers, scanners, and other peripherals.

Preferred: 4.) Experience or training in supporting audio/visual technologies including video conferencing tools; 5.) Experience or training in supporting Windows Server; 6.) Experience or training in supporting Remote Desktop Services (Terminal Services); 7.) Experience or training in supporting Active Directory and Group Policy; 8.) Experience or training in supporting Local Area Networks.

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 **Customer Support Technician – #20-1596** 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 October 18, 2020. 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.

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