



Technical Support Consultant - Entry 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-Entry** position with the Consolidated Court Automation Programs (CCAP) division of the Wisconsin Court System.

This position is paired with one of CCAP's expert Technical Support Consultant positions as a junior member of the team. The person in this position is expected to gain the knowledge, skills and abilities to fully participate in the technical projects and support tasks of CCAP. CCAP expects to hire multiple candidates into this role. This is a project position with an expected term that runs through June 1, 2022, with potential to extend to a permanent position. Should the project position term hold, efforts will be made to find comparable positions within the Wisconsin Court System.

LOCATION: Madison, WI with 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 Consultant

RESPONSIBILITIES:

1) Troubleshoot and respond to escalated call center-related technical issues, system-generated alerts, and issues. 2) Maintain, and support production computing devices, storage devices, networking equipment, operating systems, software, and other supporting infrastructure included in the specific area of responsibility. 3) In coordination with an Expert Technical Consultant, 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:

1) A Bachelor's Degree in Computer Science, Information Technology, Computer Engineering or related field is preferred. 2) College level courses in computer support, networking, or related field. 3) Senior level experience in complex technical implementation projects. 4) Lead experience in computer hardware and software installation and maintenance. 5) Experience in a senior capacity supporting enterprise computer networks. 6) Significant experience providing end-user support with key accountabilities for hardware, email, security and network support. 7) 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-Entry – #20-1598** 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 25, 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.

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER