



# Technical Support Engineer

## CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)

### Wisconsin Court System

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; we encourage you to apply for the Court Technology Support Engineer position. This position is part of a growing and dynamic team that has overall responsibility for 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, which includes computers, peripherals courtroom-based audio visual systems, and networking equipment for over 2,800 users in 80 remote locations statewide.

**LOCATION:** Madison, WI, with a minimum of 25% statewide travel required. Certain positions with this Department may allow remote work for a portion of their work schedule, depending on the needs of the position and the work unit. This topic may be discussed in the interview process. The position is headquartered in Wisconsin and selected candidates may be expected to report to office locations in Wisconsin on short notice. Employees residing outside the state of Wisconsin are not eligible for full-time remote work.

**SALARY:** Starting salary will be in the range of \$63,315 to \$76,627 annually, with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

#### **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 technical customer support to all court system employees 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) Associate's Degree in computer science, computer technician, or related field. 2) Experience providing phone-based technical support. 3) Experience in computer hardware and software support and maintenance. 4) Experience installing, configuring, upgrading and troubleshooting computers, printers, scanners, and other peripherals. Preferred: 5) Experience or training in supporting audio/visual technologies including video conferencing tools. 6) Experience or training in supporting Windows Server. 7) Experience or training in supporting Remote Desktop Services (Terminal Services). 8) Experience or training in supporting Active Directory and Group Policy. 9) 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 overnights. 4) Travel will be minimally 25% of the time. 5) Ability to occasionally lift objects weighing up to 75 pounds.

#### **TO APPLY:**

Please submit a cover letter and resume in a single .pdf document indicating the position **Technical Support Engineer – #22-2206** to [human.resources@wicourts.gov](mailto: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:**

Applications will be accepted until the positions are filled. 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](http://www.wicourts.gov)

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