



# Technical Services Manager

## CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)

### Wisconsin Court System

We are seeking a Technical Services Manager with significant experience in supporting technical services across a wide-spread organization. The Technical Services Manager is responsible for ensuring CCAP customers have functioning hardware to support court operations, in and out of the courtroom. They are also responsible for IT field service, which includes service and replacement of computer hardware, printers, scanners, etc.; service to digital audio recording (DAR) devices and components; as well as support service required as a result of county moves and construction. This position has primary responsibility for the installation, maintenance, support, and innovation of the DAR system. This position reports to the Deputy Chief Information Officer and collaborates with the CCAP cross-functional teams, key stakeholders, and court system customers and is a member of the CCAP senior leadership team. The Technical Services Manager oversees a team of supervisors, technical engineers, and analysts that support court staff across all 72 counties in Wisconsin.

Individuals who have experience supporting custom applications, software as a service (SaaS), and commercial off the shelf (COTS) software are encouraged to apply. Candidates must be self-motivated and have a commitment to providing high-quality systems and services to the Wisconsin Court System.

**LOCATION:** Madison, WI, 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.

**SALARY:** Starting salary will be \$92,366 - \$123,164 annually, with a State of Wisconsin benefits package.

#### RESPONSIBILITIES:

1) Define and drive the priorities and workload of supervisors and staff through guidance and mentoring. 2) Establish team performance objectives, collaboration standards, and streamline of operations to identify opportunities for efficiencies or improvement. 3) Meet with direct reports on a regular basis providing coaching, mentoring, feedback, and performance evaluations. 4) Oversee the scheduling, procurement, and preparation of equipment and other resources needed for field service operations. 5) Monitor individual and team response times, resolve escalated customer issues, and maintain a high level of quality and service. 6) Provide oversight of scheduling, dispatching, and tracking field service technicians. 7) Analyze operations to identify efficiency improvements and provide executive leadership with actionable recommendations on significant issues and constraints. 8) Incident and problem management oversight, facilitating or performing root cause analyses, and driving swift recovery and remediation. 9) Collaborate with facilities, architects, and contractors to integrate network, power, and environmental requirements for customer construction projects. 10) Act as the primary escalation point for high-impact system outages and customer escalations. 11) End-to-end lifecycle management of DAR hardware deployments, refreshes and on-site service. 12) Drive project portfolio management including prioritization of projects, assignment and allocation of resources, expenditure authorization, and project management process compliance. 13) Forecast and monitor resource capacity to promote efficient utilization of all staff and ensure that project deliverables are aligned with business objectives. 14) Engage with key stakeholders to represent technical services interests, representing the Technical Services team at the CCAP Steering Committee meetings. 15) Facilitate collaboration and communication across teams, including other administrative offices, court system users, vendors, and business partners.

#### QUALIFICATIONS:

1) Bachelor's degree in computer science, Information Technology, or related field, or equivalent combination of education and experience. 2) Three to five years of experience in IT leadership and direct supervision, with five years in IT infrastructure leadership preferred. 3) Experience utilizing quality assurance methodologies in an IT environment. 4) Experience with providing technical support and/or management of field technicians. 5) Excellent knowledge of IT systems, hardware, software, networking, and support best practices. 6) Excellent knowledge of IT service management and best practices. 7) Skill in communicating complex information clearly, both written and verbally, as well as a track record of fostering positive client relationships through strong interpersonal engagement. 8) Ability to lead projects, direct the work of others, manage and motivate a team, and resolve conflicts in completion of those projects. 9) Ability to prioritize tasks, manage schedules, and meet deadlines.

#### Preferred Qualifications:

1) Network administration experience. 2) Three years of experience with information technology project management and supervision. 3) IT Service Level Management (ITSM) and/or ITIL certification.

#### 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. 4) The Wisconsin Court System does not sponsor work visas. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States, and to complete the required employment eligibility form upon hire.

#### TO APPLY:

Please submit a cover letter and resume in a single .pdf document indicating the position **#25-2531 Technical Services Manager** 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:

In order to be assured consideration, applications must be received by 11:59 PM on August 24, 2025. 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). Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

**EQUAL OPPORTUNITY and E-VERIFY EMPLOYER**