



Customer Relations Manager

CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)

Wisconsin Court System

We are seeking a Customer Relations Manager with significant experience leading a collaborative customer services environment in an IT field. The Customer Relations Manager is responsible for establishing, developing and enhancing customer relationships to ensure CCAP services are aligned with business goals. This includes customer outreach, communications, engagement, and training for Wisconsin Court System customers, encompassing the circuit courts, Court of Appeals, Supreme Court, court system administrative offices, business partners, attorneys, and the public. The Customer Relations Manager also drives technology adoption and seamless communication between CCAP and users of CCAP services. 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 Customer Relations Manager oversees a team of CCAP supervisors and project managers.

Individuals who have experience in aiding in the creation of a strategic long-range plan, operational goals, and project portfolios 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 \$95,137 - \$126,859 annually, with a State of Wisconsin benefits package.

RESPONSIBILITIES:

1) Leads, coaches, and grows a cross-functional team of supervisors, project managers, and business process analysts collaborating with all areas within CCAP, including technical operations, software development, security, and technical services. 2) Provide direction to supervisors and project managers with customer engagement, customer experience, customer communication, relationship building, performance metrics, training, and feedback. 3) Establish processes for customer outreach and engagement including ways to solicit customer feedback, including surveys and interviews. 4) Ensures deliverables are aligned with business objectives & projects are completed on time, within scope, and to quality standards. 5) Ensures the service model is well-defined and is well understood by all team members. 6) Regularly reviews and refines processes to eliminate inefficiencies and reduce resolution times. 7) Implement IT service management (ITSM) best practices to enhance service provided by CCAP to a wide range of stakeholders, including knowledge management, customer feedback integration, and alignment with business goals. 8) Develop, maintain and enhance service-level agreements (SLAs) to ensure timely and effective issue resolution. 9) Engages with key stakeholders to represent CCAP and customer interests, representing the Customer Relations team at the CCAP Steering Committee meetings. 10) Facilitates collaboration and communication across teams, including other administrative offices, court system users, vendors, and business partners. 11) Contributes to the development of the court system technology strategy and roadmap, including the Judicial Branch Strategic Information Technology Plan and CCAP Annual plans.

QUALIFICATIONS:

1) A Bachelor's degree in Public Administration, Business Administration, Management Information Systems, Information Technology, or related field, or equivalent combination of education and experience. 2) 5 or more years' experience in IT management and IT customer support. 3) 5 years in a senior or leadership IT role with direct supervision. 4) Experience with IT operations and project management. 5) Experience with customer relationship management. 6) Experience overseeing quality assurance in IT help desk or related support. 7) Excellent knowledge of IT service management (ITSM). 8) Excellent knowledge of court system business functions. 9) Good knowledge of quality management. 10) Good knowledge of cybersecurity best practices. 11) Excellent verbal, written, and interpersonal communication skills. 12) Ability to be collaborative and cultivate teamwork across teams. 13) Ability to effectively lead a team and supervise staff. 14) Ability to effectively manage a project.

Preferred Qualifications:

1) Customer Experience (CCXP, CSM) or Service Management (ITIL, ISO) 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 **#25-2534 Customer Relations Manager** 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 November 18, 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. Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER