Technical Unit Supervisor
CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)
Wisconsin Court System

We are seeking a Technical Unit Supervisor – Field Services & Digital Audio Recording (DAR) with experience in field serving of IT in a widespread organization. The Technical Unit Supervisor is responsible for supervision and project management of technical engineers that provide technical and hardware support, issue and incident management, as well as field service. This includes the project manager role for annual plan projects associated with their unit and leads projects through pilot phase. The Technical Unit Supervisor also ensures effective service delivery, manages escalations, oversees DAR hardware lifecycle, and leads annual plan projects through pilot and implementation phases. This position reports to the Technical Operations Manager and collaborates with the CCAP cross-functional teams, key stakeholders, and users. The Technical Unit Supervisor oversees a team of Technical Support Engineers.

Individuals who have leadership experience in an IT environment, broad technical knowledge, and the ability to align daily operations with CCAP's long-term strategic goals 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 - $114,170 annually, with a State of Wisconsin benefits package.

RESPONSIBILITIES:
1) Supervises technical support engineer staff. 2) Serves as the lead for CCAP project management initiatives listed in annual and strategic plans. 3) Oversees research, design, scheduling, and staffing aspects of projects. 4) Oversees development, quality assurance, and implementation aspects of projects. 5) Ensures efficient utilization of all staff resources. 6) Ensures CCAP support staff are adequately prepared to support any products implemented for CCAP users. 7) Ensures high quality products and services are delivered to CCAP customers. 8) Ensures effective quality assurance processes are defined and followed before installing new systems into production. 9) Ensures effective and efficient response to user-reported technical issues to ensure minimal disruption to CCAP users. 10) Ensures the integrity of all supported systems and data is protected against cyber criminals, disasters, system failure, and other potential threats. 12) Ensures inventory is maintained necessary to meet disaster recovery commitments to the court system. 12) Helps lead the effort to standardize methodologies across all CCAP teams. 13) Collaborates effectively with other CCAP leaders to ensure effective use of CCAP standard project management and support tools. 14) Mentor peers and staff in proper utilization of project management and support tools. 15) Utilizes project management and support tools effectively and according to CCAP-standard guidelines. 16) Contributes to the strategic vision and organizational planning for CCAP and court system technology. 17) Makes well-considered recommendations for projects to be included in the Judicial Branch Strategic Plan and CCAP annual plans. 18) Actively participates during CCAP leadership meetings. 19) Ensures critical technical issues are resolved efficiently and effectively.

QUALIFICATIONS:
1) Excellent knowledge of information technology project management, computer hardware and networking, and support best practices. 2) Good knowledge of effective network security policies and procedures. 3) Good knowledge of the business functions utilized by the Wisconsin Court System. 4) Excellent skills in installing, supporting, and maintaining computers and related peripherals in a complex geographically disbursed technical enterprise. 5) Excellent skill verbal and written communication. 6) Excellent ability to cultivate collaboration and teamwork. 7) Good ability to lead projects and direct the work of others in completion of those projects. 8) Good ability to implement new hardware, address technical emergencies, and implement security policies. 9) Experience with information technology project management. 10) Experience working on complex projects in a technical environment. 11) Experience in a leadership position in an information technology environment. 12) Experience utilizing quality assurance methodologies in an IT environment. 13) Experience with IT service management, quality assurance, and lifecycle planning.

Preferred Qualifications:
1) A Bachelor's Degree in Computer Science, Information Technology, Computer Engineering or related field. 2) Experience supervising IT staff and leading complex projects. 3) ITIL or ITSM certification 4) Comprehensive knowledge of computer hardware and networking

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 **#25-2540 Technical Unit Supervisor** 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 19, 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