



Learning and Development Supervisor CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP) Wisconsin Court System

The Wisconsin Court System and Consolidated Court Automation Programs (CCAP) are seeking a **Learning and Development (L&D) Supervisor**, which has supervisory and project management responsibilities from defining, planning, developing and implementing all training services, managing the design standards for all technical documentation and coordinating outreach activities for CCAP. This position will work closely with Subject Matter Experts (SMEs) in the staffing, design, development and on-time delivery of high-quality learning experiences for CCAP customers. This position supervises staff and leads a team that is responsible for the ongoing development and maintenance of training libraries, user documentation, release notes, knowledge bases, resource libraries, administration of court system websites, and customer communications. The Learning and Development (L&D) Supervisor serves as a member of the CCAP leadership team and participates in annual and long-range planning.

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. 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: \$100,900 to \$121,100 annually with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

RESPONSIBILITIES:

1) Provides leadership and supervision. 2) Leads CCAP project management efforts aligned with annual goals and strategic priorities. 3) Develops and maintains self-service and knowledge management systems to facilitate customer interactions that enhance customer experience and improve operational efficiency. 4) Manages CCAP training, development, and communications initiatives. 5) Contributes to the strategic vision and organizational planning for CCAP and court system technology.

QUALIFICATIONS:

Required: 1) Experience creating technical documentation, online resources and training materials for software applications. 2) Experience creating curriculum and providing formal training for adult learners. 3) Experience creating an online knowledgebase for customers and internal staff. 4) Comprehensive knowledge of information technology project management. 5) Comprehensive understanding of business functions through the Wisconsin Court System. 6) Excellent verbal and written communication skills. 7) Strong collaboration and teamwork abilities. 8) Experience in mentoring and guiding staff or peers. 9) Minimum of 3 years of experience in an applicable area of work.

Preferred: 10) Bachelor's degree in an applicable field from an accredited school. 11) Education or experience in project management. 12) Experience in designing, maintaining, and overseeing a professional learning and development program. 13) Experience managing and leading the work of IT staff. 14) Experience utilizing quality assurance methodologies in an IT environment.

SPECIAL REQUIREMENTS:

1) Employment will require a criminal background check. 2) 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 **#26-2627 Learning and Development 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 July 7th, 2026. 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.

Notice: Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

EQUAL OPPORTUNITY and E-VERIFY EMPLOYER