Service Desk Analyst
Consolidated Court Automation Programs (CCAP)
Wisconsin Court System

The Consolidated Court Automation Programs (CCAP) for the Wisconsin Court System is seeking qualified candidates for a full-time Service Desk Analyst. If you have experience providing Tier 1 technical support including analyzing problems and coordinating resolutions with appropriate support teams we encourage you to apply for this role. This position is expected to start January 11, 2027.

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: $64,600 to $77,600 annually with a State of Wisconsin benefits package. Salary will be determined based on the selected candidate's qualifications and experience.

RESPONSIBILITIES:
1) Provides Tier 1 support for Wisconsin Court System technology services. 2) Monitors and responds to incidents, alerts, and escalations affecting supported services. 3) Responds to escalations, service disruptions, and special assignments.

QUALIFICATIONS:
Required: 1) Associate degree in computer science, information technology, business information systems, or related field; or an equivalent combination of education and experience. 2) Minimum of one year of experience in a customer-facing support role. 3) Experience working in a service desk, help desk, call center, or technical support environment. 4) Working knowledge of customer service, service desk, incident management, and technical support practices. 5) Working knowledge of computer operating systems, hardware, software, business applications, networking, and related technologies. 6) Working knowledge of application support, infrastructure support, troubleshooting methodologies, and business workflows. 7) Working knowledge of computer configuration, peripherals, audio/visual equipment, cybersecurity practices, and technology standards. 8) Skill in documenting incidents, procedures, resolutions, and knowledge base content. 9) Excellent skill in verbal, written, and interpersonal communication & customer service. 10) Ability to troubleshoot, diagnose, resolve application and technical issues and determine appropriate escalation paths. 11) Ability to analyze problems, identify root causes, and develop effective solutions.

Preferred: 1) Experience supporting business applications, software systems, or end-user applications. 2) Experience supporting computer hardware, operating systems, peripherals, or related technologies.

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 **#26-2647 Service Desk Analyst** 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 16th, 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.

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