

## Position Job Description IT Systems Administrator

### Job Information

**Full Time Equivalent:** 1.0 FTE (40 Hours / week); Exempt

**Reports to:** IT Manager

**Starting Range:** \$65,645 to \$75,575. Single Incumbent pay scale.

**Location:** Madison office location. Hybrid work is available. **Applicants must be a resident of Wisconsin.**

**Job Hours:** Most work to be completed during core office hours; 8 a.m. to 5 p.m. Some work may need to be completed after hours due to the nature of the IT position.

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### How to Apply

**Application Instructions:** Required for this position is a:

- **Resume or work experience history or both**, that details your qualifications and experience as they relate to the qualifications needed for this position.
- **cover letter, or email or letter of interest.**

For priority consideration, apply online at our Careers page:

[www.disabilityrightswi.org/careers](http://www.disabilityrightswi.org/careers)

**Application Deadline: June 6, 2025.** Application review will begin after the close date, and the position will remain open until filled.

**Note:** You can request alternate formats of this position announcement. You may submit your application materials in alternate formats if needed.

## What is Disability Rights Wisconsin?

Disability Rights Wisconsin is the state's Protection and Advocacy system, charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use individual casework and systems advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work. In turn we treat our employees well, offering a supportive environment, talented colleagues, excellent benefits, and generous leave.

We strive to create a welcoming and inclusive environment at Disability Rights Wisconsin.

## Job Summary

The IT Systems Administrator plays a key role in maintaining the security, stability, and functionality of Disability Rights Wisconsin's cloud-based IT systems and equipment, supporting staff across three offices and remote environments. This role encompasses Microsoft 365 administration, endpoint and network management, cybersecurity support, helpdesk operations, inventory tracking, and IT planning, all in alignment with the organization's mission and compliance standards.

## Key Responsibilities

### 1. Systems, Network & Endpoint Administration – 45%

- Administer Microsoft 365 services including Exchange Online, SharePoint, Teams, Power Automate and OneDrive.
- Manage user accounts (creation, changes, termination) and groups using Microsoft Entra.
- Monitor and remediate issues using Microsoft Defender.
- Monitor and manage endpoints using Microsoft Intune, including device compliance.

- Perform regular patching, firmware updates, and system upgrades through remote monitoring and management software.
- Evaluate, test, and assist in the implementation and support of new software and operating system upgrades in coordination with the IT team.
- Support alignment with organizational security standards and frameworks (e.g., NIST 800-53). Regularly review and update policies to reflect evolving security requirements and best practices.
- Coordinate with security and compliance teams to support audits and reporting. Assist with tasks aligned to NIST SP 800-53 and HIPAA compliance including meeting SLA requirements.
- Support security incident response and phishing alert investigations.
- Plan, configure, document and maintain network infrastructure across three offices.
- Perform network updates, upgrades, and troubleshooting.
- Test and support backup systems and disaster recovery procedures.
- Maintain and troubleshoot printers across all office locations.

## **2. Helpdesk Support & User Training – 35%**

- Manage helpdesk ticketing system and ensure timely resolution of issues.
- Provide helpdesk support for office and remote staff.
- Deliver IT training and guidance to staff with varying technical skill levels.
- Conduct IT orientation for new employees.

## **3. Inventory & Asset Management – 10%.**

- Track and manage IT inventory including laptops, peripherals, software licenses, and warranties. Including an annual audit of equipment.
- Oversee laptop lifecycle: procurement, setup, repair, replacement, wiping, and recycling.

- Procure and deploy IT equipment for new and existing staff, including full workstation setup. Coordinate setups for new locations and manage equipment transfers as needed.
- Manage staff offboarding tasks, including notifying departing employees of equipment return requirements, coordinating the return of IT assets, and ensuring completion and secure storage of the returned property checklist.

#### **4. Strategic Planning, Documentation & Projects – 10%**

- Participate in weekly team meetings and annual IT planning.
- Stay current with IT best practices, tools, and industry standards.
- Support organization-wide IT projects and initiatives as assigned.
- Coordinate with vendors for procurement, support, and service contracts.
- Develops and maintains documentation about current environment setup, standard operating procedures, and best practice.

#### **5. General**

- Adhere to all DRW policies and procedures including but not limited to work hours; timesheets; file maintenance; confidentiality and security.
- Participate in DRW activities such as all-staff meetings and committees.
- May be other related duties as assigned.

## Qualifications

### Minimum Qualifications

1. Demonstrated 3–5 years of experience in a technical IT role, with responsibility for systems, network, and endpoint administration, which includes:
  - Proven proficiency in administering and supporting Microsoft 365, Azure, Microsoft Intune, and Cisco Meraki environments.
  - Experience managing local office networks, secure remote access (e.g., VPN), and monitoring tools such as intrusion detection systems in a cloud-first environment.
  - Demonstrated experience implementing IT security protocols and maintaining secure, high-performance network infrastructures.
  - Proven experience in the installation, configuration, and management of routers, switches, firewalls, and wireless access points (WAPs).
2. Proven ability to troubleshoot complex technical issues, identify root causes, and recommend effective solutions.
3. Experience or direct contact or both with persons of culturally diverse background.
4. Proven ability with interpersonal and communication skills, with the ability to explain technical concepts to non-technical audiences.
5. Ability to travel to remote office locations as needed. See the “Travel” section for requirements.
6. Physical capability to lift and move IT equipment (e.g., monitors, computers, laptops). See the “Work Environment and Physical Demands” section for requirements.

### **Preferred Qualifications:**

1. Bachelor's degree in information technology or a related field, or an associate's degree plus relevant work experience or equivalent relevant and related work experience in lieu of either degree.
2. Industry certifications such as CompTIA A+, Network+, Security+, or M365 Administrator certificates: Microsoft 365 Fundamentals, Identity and Access Administrator Associate, Endpoint Administrator Associate, Teams Administrator Associate.
3. Past familiarity with NIST 800-53 security controls and HIPAA compliance.
4. Experience or direct contact or both with persons with a disability or social justice movements either in a paid or unpaid capacity.
5. General knowledge or ability to learn of resources relevant to individuals in Wisconsin's disability-related services/legal rights, residential, prevention of abuse/neglect systems including Family Care, IRIS, community-based mental health programs, and adult/child protective services.
6. Ability to write and/or speak Spanish, Hmong, or American Sign Language (ASL) as well as English is desired.
7. Shown willingness to work outside of standard business hours when necessary for IT projects.

## Work Environment and Physical Demands:

**Remaining in a stationary position, often standing or sitting for prolonged periods:** 27 to 40 or more hours

**Moving about to accomplish tasks or moving from one worksite to another:** 14 to 26 hours

**Ambulating at work facilities to set up IT equipment, which includes bending, twisting, lifting, moving IT equipment in carts or wagons, crawling under desks, reaching high and low:** 14 to 26 hours

**Repetitive motions that may include the wrists, hands, and fingers:** 27 to 40 or more hours

**Operating motor vehicles:** 13 hours or less

**Sedentary work that primarily involves sitting and standing:** 27 to 40 or more hours.

**Light work that includes moving objects, boxes up to 20 pounds:** 14 to 26 hours

**Moderate work that includes moving objects, boxes up to 40 pounds:** 13 hours or less.

**Heavy work that includes moving objects, boxes weighing 50 pounds or more with a two-person lift:** 13 hours or less.

## Travel

This position requires up to 5% travel to our Milwaukee and Green Bay offices. Travel is anticipated to average 1 to 2 days per month. The travel schedule is expected to vary throughout the calendar year. While travel dates are typically scheduled far in advance, the position could require travel on short notice and/or an overnight stay. A valid driver's license and an acceptable Motor Vehicle Record is required if driving for our organization.

**Day travel will be monthly, less than 1-2 days a month.**

## Benefits

Disability Rights Wisconsin places an unparalleled value on the well-being of our staff. The following benefits are offered for permanent employees who work 20 or more hours per week:

- Generous employer contribution for individual and family health insurance plus a Health Reimbursement Account for uncovered health care costs.
- Employer-provided Short-Term and Long-Term Disability Insurance
- 401(k) Retirement Plan with Employer Contribution
- Flex Spending Account
- Access to affordable, quality:
  - Dental, Vision Coverage
  - Additional Life Insurance for employee and spouse and children
  - Critical Illness Insurance
  - Identity Theft
  - Pet Insurance

- **Public Student Loan Forgiveness:**

Employment at our organization may qualify you for federal student loan forgiveness programs. We do not directly pay for – nor forgive – federal student loans. However, our status as a not-for-profit organization under Section 501 (c) (3), makes us an eligible employer. There may be other determining factors for one to qualify.

For more information, read the Federal Student Aid's Public Service Loan Forgiveness (PSLF) page:

[studentaid.gov/manage-loans/forgiveness-cancellation/public-service](https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service)



Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Sick and Personal Leave
- Vacation Pay
- Anniversary Pay
- Comp Time for Salaried Employees
- Volunteer and Voting Time off
- Bereavement Leave

Additional benefits include the Employee Assistance Program (EAP), Commuter Choice, and Sabbatical Leave.

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## **Equal Employment Opportunity Act (EEO) and Affirmative Action (AA)**

We are an equal-opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status following Title VII of the Civil Rights Act of 1964 and the American with Disabilities Act (ADA) and the Uniformed Services Employment and Reemployment Rights Act (USERRA). Our organization is committed to building a culturally diverse and inclusive environment.