



Disability
Rights
WISCONSIN

Position Announcement

Senior Technical Support Specialist (LTE)

Position Information

Full Time Equivalent: 1.0 FTE (40 Hours per week, Monday to Friday)

Reports to: IT Manager

Rate: \$71,000 to \$74,000.

Note: Compensation at Disability Rights Wisconsin is based on a tiered calculation scale that considers:

- prior relevant employment experience;
- candidate attributes applicable to social justice and disability advocacy work;
- grant coordination experience if applicable;
- supervision experience if applicable.

Location: Madison office location, Hybrid work available or statewide fully remote available. **Applicant must be a resident of Wisconsin. Applicant must have authorization to work in the United States without sponsorship.**

Job Hours: Work to be completed during core office hours from 8:00 a.m. to 5:00 p.m.

- 1-800-928-877 Toll Free | 1-833-635-1968 Fax
- info@drwi.org
- disabilityrightswi.org

Serving the state of Wisconsin with offices in Madison and Milwaukee

How to Apply

Application Instructions: Submit resume **and** cover letter (preferred but not required), detailing your qualifications and experience as they relate to the minimum and preferred qualifications.

For priority consideration, apply online at our Careers page:

www.disabilityrightswi.org/careers

Application Deadline: Priority consideration will be given to those who apply by December 12. 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. Contact hr@drwi.org for more information.

About Disability Rights Wisconsin

Disability Rights Wisconsin is Wisconsin's Protection and Advocacy system. The agency is 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.

Disability Rights Wisconsin arose out of a disability civil rights movement demanding that the abuse of people with disabilities end and that people with disabilities be included in life, school, workplaces, and communities.

Our core values include: Diversity, Dignity, Independence, Accessibility, Inclusion, Human Rights, and Liberation.

A diversity-based approach to disability rights recognizes the intersectional nature of oppression experienced by people with disabilities from marginalized and underserved communities. We work to specifically address disability-related injustices at the intersections of disability and race; disability and gender and gender identity; disability and gender-based violence; and more. We strive to create a welcoming and inclusive environment at Disability Rights Wisconsin.

About This Position

This role provides advanced IT support during a critical transition period as DRW undertakes several major initiatives. Responsibilities include supporting multiple IT projects, leading migration activities for systems and users to the Managed Service Provider (MSP), managing vulnerability remediation, and handling complex helpdesk issues.

Key Responsibilities

1. Transitional Support - 60%

- Serve as the primary internal liaison for MSP coordination, ensuring timely escalations and accurate responses to MSP requests.
 - Align endpoint security and patching.
 - Serve as the primary point of contact for escalations and coordination, providing onsite Support when needed for the MSP.
 - Complete tasks assigned by MSP for migration.

- Document and transition existing IT processes into MSP systems to ensure continuity and compliance.
- Work under limited direction to define roles and responsibilities between internal IT and MSP to prevent gaps in service delivery and security.
- Lead device provisioning and configuration using Microsoft Autopilot and Intune, applying security policies and ensuring compliance with organizational and MSP standards.
- Manage the helpdesk ticketing system to ensure timely and effective resolution of technical issues for office and remote employees.
 - Adhere to defined response and resolution timeframes.
 - Assign tickets to appropriate internal employees or external partners when issues fall outside the scope of this role (e.g., database issues to the Data Specialist, or escalate tickets to MSP).
 - Ensure tickets are closed in a timely manner and reflect accurate documentation of the issue and resolution.
 - Escalate issues to the MSP when appropriate and ensure timely, accurate responses to MSP requests.
- Provide technical expertise and guidance throughout project lifecycle, including planning, implementation, and post-project review.

2. NIST 800-53 Journey Support - 40%

- Execute DRW's responsibilities for NIST SP 800-53 compliance, including policy updates, tracking systems, and evidence collection for audits.
- Attend weekly meetings with NIST Auditor and contract individuals.

- Review and analyze vulnerability reports for SLAs, coordinate resolving vulnerabilities or write-ups for contract. Remediate vulnerabilities if necessary.

Qualifications

Required:

- 5+ years of progressive experience in a paid technical IT role:
 - Able to organize incoming requests for work from multiple sources and plan projects without well-defined goals, maintaining day-to-day productivity with few requests for help.
 - Strong knowledge of Microsoft 365, Intune, Defender, and Azure environments.
 - Demonstrated ability to remediate security vulnerabilities, including applying patches, adjusting configurations, and implementing system hardening measures across endpoints, and network devices.
- Proven ability to troubleshoot technical issues, identify root causes, and recommend effective solutions.
- Ability to educate and empower users to resolve common issues independently.
- High-level analytical thinking, problem-solving, and critical reasoning skills.
- Excellent interpersonal and communication skills, with the ability to explain technical concepts to non-technical audiences.
- Willingness to work outside of standard business hours when necessary or emergency support situations arise.
- Ability to travel to remote office locations as needed.

- Physical capability to lift and move IT equipment (e.g., monitors, computers, laptops), including bending, twisting, and crawling under desks.

Preferred:

- Certifications: Microsoft 365 Fundamentals and Azure Fundamentals
- Experience with Microsoft Autopilot for device provisioning and endpoint compliance.
- Experience with Microsoft Azure, ticketing, and remote management platforms.
- Experience contributing to IT documentation, audits, and compliance reporting.
- Familiarity with NIST 800-53 security controls and HIPAA compliance.
- Experience working with individuals with disabilities and/or people from culturally diverse backgrounds.
- Support employees with assistive technology and assisting in modifying systems or equipment for accessibility.

Physical Requirements and Environmental Factors

- Ability to remain stationary often standing or sitting for long periods
- Ability to traverse, bend, reach to access files and operate office equipment.
- Perform repetitive motions that may include wrists, hands or fingers.
- Occasionally lift or move objects up to 20 pounds.
- This position requires up to 10% independent travel throughout the state of Wisconsin.

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

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Paid sick and personal leave
- Paid vacation
- Anniversary Pay after year one
- Paid bereavement

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

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.

Date of Job Description: 11/14/25