



Position Announcement

Information Technology Manager

Position Information

Full Time Equivalent: 1.0 FTE (40 Hours per week)

Reports to: Director of Operations

Rate: \$95,000 to \$110,000 per year

Location: Disability Rights Wisconsin (DRW) has offices in Milwaukee and Madison. This position can be assigned to either of these office locations, depending on the applicant's residence. This position is not eligible for fully remote work. DRW has a hybrid work policy.

How to Apply

Application Instructions: Submit resume **and** cover letter, 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: Preferred consideration will be given to applicants who apply by March 10. Position will remain open until filled.

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

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

Our programs include:

- Protection & Advocacy for people with disabilities (addressing abuse/neglect, discrimination, access to services, education rights, institutional monitoring, and systemic reform).
- Disability Benefits Specialist (helping people access Social Security, Medicaid, Medicare, and private insurance).
- Family Care & IRIS Ombudsman (supporting people to remain in community-based settings).

- Victim Advocacy (advocacy and representation for crime victims with disabilities).

About This Position

The **Information Technology (IT) Manager** ensures continuity of IT services and organizational effectiveness through planning, technical leadership, and project management. This includes directing all IT operations to meet staff and agency requirements as well as the support and maintenance of existing applications and development of new technical solutions. This role manages internal helpdesk functions, supervises IT staff, oversees vendors and MSPs, maintains security and compliance (including NIST and HIPAA), and leads technology planning, budgeting, and change management. This role also acts as the HIPPA Security officer and as a key partner in risk mitigation and incident response.

Key Responsibilities

1. IT Operations & MSP Oversight (20%)

- Direct and monitor day-to-day managed service provider (MSP) performance, including ticket flow, SLAs, escalations, and regular meetings.
- Oversee internal helpdesk operations, including Tier 2-Tier 3 escalations and acting as backup for frontline support.
- Supervise the Helpdesk position, including workload management, coaching, and performance oversight.
- Manage network operations, troubleshoot on-site issues, and plan ongoing network improvements.

2. Security, Compliance & Risk Management (15%)

- Serve as the HIPAA Security Officer, ensuring adherence to all administrative, technical, and physical safeguard requirements.
- Maintain compliance with NIST standards, HIPAA, and other applicable frameworks.
- Oversee risk assessments, remediation plans, POAMs, and vulnerability management activities.
- Lead incident response procedures and maintain the Disaster Recovery Plan, ensuring readiness and alignment with organizational policies.
- Perform annual security audits, recurring security maintenance tasks, and evidence-gathering for external security partners (e.g., CyberNINES).
- Monitor and report on security training completion and staff compliance.

3. IT Governance, Policy & Documentation (10%)

- Lead the development, implementation, and ongoing maintenance of IT policies, standards, and procedures.
- Oversee the maintenance of comprehensive documentation such as security procedures, network diagrams, operational checklists, and custom configurations.
- Manage the organizational IT Roadmap, annual budgeting, and multi-year planning for infrastructure, licensing, equipment, and security investments.

4. Systems Administration & Technology Management (20%)

- Co-manage and administer Microsoft 365, including identity and access management, security controls, and licensing.
- Oversee endpoint management, device provisioning, compliance baselines, and patching cycles.

- Lead inventory management systems including hardware lifecycle planning, purchasing, distribution, and compliance tracking.
- Oversee physical office security systems including badge access, keys, and related controls.

5. Vendor, Contract, and Compliance Management (20%)

- Manage all IT vendor relationships, including MSPs, software providers, website vendor, security partners, telecommunications, and hardware suppliers.
- Develop and manage the IT annual operating budget.
- Ensure deliverables and milestones for external partnerships are met.

6. Organizational Support, Leadership & Communication (5%)

- Participate in management-level meetings and provide guidance on IT strategy, risks, priorities, and resource needs.
- Communicate IT updates, requirements, and policies to staff in accessible, timely formats.
- Provide ongoing staff training for IT policies, processes, and security requirements.
- Lead and support organization-wide change management initiatives related to technology adoption, process improvements, and policy rollout.
- Maintain alignment between IT strategy and organizational strategic planning goals.

7. Projects & Strategic Initiatives (10%)

- Scope, lead, and execute IT and security-focused projects, ensuring coordination with stakeholders and adherence to timelines and compliance requirements.

- Oversee implementation of new technologies and improvements aligned with long-term strategy including evolving website.
- Stay current with evolving IT standards, security best practices, and emerging technologies to strengthen the organization's technology posture.

8. General (<1%)

- 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

Required Qualifications

- Bachelor's degree in computer science/ information technology or 5+ years of progressive IT experience, including system administration, security, and network operations.
- 2+ years of supervisory or team-lead experience in IT operations or helpdesk environments.
- Demonstrated experience with NIST/CSF, HIPAA Security Rule, and cybersecurity best practices.
- Proficiency with Microsoft 365 administration, identity management, and endpoint management tools.
- Strong understanding of risk management, vulnerability review, and incident response.
- Ability to communicate complex technical concepts clearly to non-technical audiences.

- Experience managing MSPs, vendors, and IT projects.
- Strong organizational, documentation, and planning skills.
 - Successful project management experience.
 - High-level analytical and critical thinking capabilities.

Preferred Qualifications

- Certifications such as PMP, CISSP, CISM, or COMPTIA Project +.
- Non-profit experience, especially with advocacy or legal services.
- Fluency or strong proficiency in American Sign Language, Hmong, or Spanish.
- Knowledge of accessibility standards and assistive technology.
- Experience / direct contact with people who have disabilities and/or persons of culturally diverse backgrounds.

Work Environment and Physical Demands

- **Remaining in a stationary position, often standing or sitting for prolonged periods:** 27 to 40 or more hours per week
- **Moving about to accomplish tasks or moving from one worksite to another:** 13 hours or less per week
- **Repetitive motions that may include the wrists, hands, and fingers:** 27 to 40 or more hours per week
- **Independently operating motor vehicles:** 10 hours or less per week
Travel Note: This position requires up to 10% independent travel throughout the state of Wisconsin.
- **Sedentary work that primarily involves sitting and standing:** 27 to 40 or more hours per week

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
- Leave time for:
 - Medical and Caretaking
 - Vacation
 - Personal
- Bereavement Leave

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: February 2026