



**Disability
Rights**
WISCONSIN

Position Announcement

IT Support Specialist

Position Information

Full-Time Equivalent: 40 Hours / week

Reports to: IT Manager

Rate: \$26.00 to \$32 per hour

Location: DRW has offices in Milwaukee and Madison. This position can be assigned to any of these office locations, depending on the applicant's residence. DRW has a hybrid work policy.

How to Apply

Application Instructions: Submit a 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 June 30.* Position will remain open until filled.

- 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

Note: You can request alternate formats of this position announcement by contacting careers@drwi.org. You may submit your application materials in alternate formats if needed.

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 the 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. We approach our work by recognizing the intersectional nature of oppression experienced by people with disabilities and work to address disability-related injustices at the intersections of race, ethnicity, gender, sexual orientation, socio-economic status, and more.

We strive to create a welcoming and inclusive environment at DRW where every person feels a sense of belonging.

Our programs include:

- **Protection & Advocacy** for people with disabilities (addressing abuse/neglect, discrimination, and access to services).

- **Disability Benefits Specialist** program (helping people access Social Security, Medicaid, Medicare, and private insurance).
- **Family Care & IRIS Ombudsman** program (supporting people to remain in community-based settings).
- **Victim Advocacy** services for crime victims with disabilities.

About This Position

The IT Support Specialist plays a key role in supporting employees in their daily work. This role serves as the initial point of contact for IT requests and ensures timely escalation of more complex issues. Reporting to the IT Manager, this position helps maintain and improve essential systems, devices, and processes that support the organization's mission.

Key Responsibilities

1. Helpdesk and Onsite Support (50%):

- a. Triage alerts from users and systems.
- b. Provide ticket resolution for T1 and T2 issues.
- c. Evaluate and escalate tickets for internal team members and vendors.
- d. Respond to system support tickets.

2. Identity Access Management (5%):

- a. Take primary responsibility for managing user accounts.
- b. Facilitate password and MFA resets.
- c. Monitor systems for stale accounts.

3. Inventory and Endpoint Management (10%):

- a. Track and manage IT inventory including laptops, peripherals, software licenses, and warranties. Including an annual audit of equipment.
- b. Oversee laptop lifecycle: procurement, setup, repair, replacement, wiping, and recycling.
- c. Provision and enroll new devices.
- d. Inform the IT Manager of IT equipment purchase needs.
- e. Regularly audit inventory.
- f. Review compliance reports and remediate or escalate gaps.
- g. Assist with creating and deploying system configurations.
- h. Manage organization-owned mobile devices.

4. Project Support (15%):

- a. Execute assigned project tasks and technical implementations.
- b. Research solutions for defined project requirements.
- c. Assist the IT Manager in providing accessible solutions
- d. Evaluate proposed services for accessibility
- e. Investigate specific solutions to meet accessibility needs
- f. Document configurations, procedures and project outcomes.

5. Documentation (5%):

- a. Create and maintain documentation for internal IT processes, including creating checklists and documenting system configurations.
- b. Maintain necessary evidence of completed work for compliance and security tracking.

6. Staff Training (5%):

- a. Support end users through ad hoc training.
- b. Creation of training materials.
- c. Provide IT orientation to new hires.
- d. Participate in staff training and webinars, including facilitation and presentation.
- e. Monitor staff training progress.

7. Printer and Network Support (<1%):

- a. Deploy and update printer drivers.
- b. Configure printer / scanner access and address books.
- c. Troubleshoot connectivity issues.
- d. Patch network jacks.
- e. Change switch port VLAN assignment.
- f. Assist MSP with on-site support.

8. Security and Compliance Support (2%):

- a. Execute documented Service Restoration Plans.
- b. Act as part of the Incident Response Team (IRT).
- c. Assist with regular review and update of IR and DR plans.
- d. Participate in tabletop IR and DR exercises.
- e. Assist the IT Manager with Risk Assessments of software, services, and processes and perform remediation tasks as assigned.

9. Stay current with IT standards and Best Practices (5%):

- a. Pursue industry certifications (Microsoft, COMPTIA, CIS, etc.).
- b. Maintain training and certifications on supported systems.
- c. Engage in research of emerging technology, best practices, and industry standards.

10. General (<1%):

- a. Adhere to all DRW policies and procedures, including but not limited to work hours, timesheets, file maintenance, confidentiality, and security.
- b. Participate in DRW activities such as all-staff meetings and committees.

May be other related duties as assigned.

Qualifications

Minimum Qualifications:

- 1-2 years of progressive experience in a paid technical IT role:
 - Able to organize incoming work requests and maintain day-to-day productivity.
 - Proficiency in supporting Microsoft 365, including Intune and Defender.
 - Ability to troubleshoot basic network issues
- 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 in emergency support situations.
- Ability to travel to remote office locations as needed.

Preferred Qualifications:

- Certifications: Microsoft 365 Copilot and Agent Administration Fundamentals
- Experience with Microsoft Autopilot for device provisioning and endpoint compliance.
- Experience with Microsoft Entra, 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 assist in modifying systems or equipment for accessibility.
- Fluency or strong proficiency in American Sign Language, Hmong, or Spanish.

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:** 13 hours or less
- **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

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, 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 factors that determine whether one qualifies.

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 status, or disability status, following Title VII of the Civil Rights Act of 1964 and the Americans 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: June 2026