



National Disability Rights Network

Job Announcement

IT Support Specialist

The [National Disability Rights Network](#) (NDRN) in Washington, D.C., seeks an experienced person to work as an **IT Support Specialist** who, in collaboration with the IT Systems Manager, implements information systems operations and support for the organization. The person will assist in maintaining and managing NDRN's cloud-based infrastructure and systems, provide support for internal and external end-users, contribute as a virtual event producer, serve as a webmaster and back-up LMS administrator, and troubleshoot and resolve IT-related issues.

Who We Are

[NDRN](#) is the non-profit membership organization for the federally mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) for individuals with disabilities. The P&A System is collectively the largest provider of legal services to persons with disabilities in the United States. P&As/CAPs use various means, including administrative complaints and system litigation, to address a wide range of rights violations which impact persons with disabilities. A P&A and CAP is located in every state, U.S. territory, and for a consortium of Native American tribes.

NDRN provides training, technical assistance, and legal support to the P&A/CAP agencies through its Training and Advocacy Support Center (TASC). NDRN is also involved in legislative advocacy to create a society in which people with disabilities are afforded equal opportunity and able to fully participate by exercising choice and self-determination. This position is critical to the success of NDRN's mission in that it supports NDRN staff and systems to enable continuous workflow and smooth productivity.

IT Support Specialist Responsibilities Include

Technical Support

- Provide operational infrastructure support, maintenance, and troubleshooting to ensure optimum utilization of IT resources.
- Analyze, troubleshoot, and deliver Microsoft cloud solutions and Office 365 platforms.
- Maintain system security across the network.
- Support hardware and software vendor selection, as needed.
- Create and maintain activity logs for upgrades and maintenance.
- Set up new staff and intern accounts and workstations.
- Administer and maintain OneDrive and SharePoint sites.
- Manage and maintain a Microsoft Active Directory environment.
- Keep abreast of and research new technologies and IT trends to offer recommendations for updating, adding, or otherwise implementing new technology tools to the advantage of the organization.
- Provide AV and other technical support at in-person training events, as needed.
- Evaluate, validate, and integrate AI systems with organization infrastructure.
- Train and support staff on appropriate and effective use of AI tools.
- Other duties as assigned.

Webinar Production & Support

- Produce webinars and other virtual events on Zoom, as assigned.
- Create and publish SurveyMonkey evaluations for assigned webinars.
- As a member of the accessibility team, review training documents for events and fix accessibility issues to conform them with NDRN's accessibility guidelines.

Proprietary DAD Database

- Provide training and technical assistance to users of NDRN's proprietary database, DAD.
- Participate in DAD Committee meetings to inform training and documentation needs for DAD users.
- Design and publish DAD user guides.

- Respond to and provide end-user support around incoming requests related to One PPR reports and submissions.

Website Administration & Support

- Act as one of NDRN's webmasters, including posting resources and managing user accounts using the designated website hosting platform.

IT Support Specialist Qualifications

Required Qualifications

- Bachelor's degree and/or experience equivalent to a four-year college degree in information technology, information systems, or a related field.
- Effective oral and written communication skills.
- Demonstrated interpersonal skills including, but not limited to, sensitivity to other people and the ability to work effectively in a team environment.
- Demonstrated administrative skills and familiarity with Microsoft Office 365 programs and applications.
- Experience in Windows OS platforms, Microsoft Active Directory Services, Microsoft Azure, and hybrid deployments.
- Experience with installation and configuration of hardware, software, and networks.

Preferred Qualifications

- Knowledge of and experience with Artificial Intelligence (AI) tools and applications.
- Experience with systems administration and/or documentation in a Windows environment.
- Experience with data security software.
- Knowledge of information security governance and IT control documentation.

Location and Travel

NDRN's office is located in Washington, D.C. Applicants for this position must be available to work a hybrid schedule with 3 days per week in the office and 2 days per week remotely in the DC/VA/MD metro area. NDRN provides technology to support remote work. This position may be required to travel once per year to NDRN's annual conference, and occasional weekend work may be necessary to resolve time-sensitive IT issues.

Compensation and Benefits

NDRN offers a competitive salary, based on experience. Benefits include health plan; Flexible Spending Accounts; transit and parking benefits for D.C. Metro area employees; 403(b) retirement plan; paid vacation and sick leave, and at least ten paid holidays.

The **salary range** for this position is \$70,000 - \$78,000.

How to Apply

Submit a cover letter, resume, and salary requirements to: **Charles Ndour, IT Manager**. See the closing date below for more information on NDRN's dates for reviewing applications.

Email: ITposition@ndrn.org (Subject: IT Support Specialist) or

Mail: 820 First Street NE, Suite 740, Washington, DC 20002

No phone calls please.

Closing Date

Candidates will be selected for consideration **on a rolling basis beginning on January 20, 2025, until the position is filled.**

No application will be considered after January 31, 2025, unless the closing date is extended.

Reasonable Accommodations

NDRN provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application or hiring process, please notify us at hr@ndrn.org.

NDRN is an equal opportunity/affirmative action employer, and we prohibit discrimination and harassment of any kind. We value lived experience, celebrate diversity, and are committed to creating an inclusive environment for all employees.

Qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.

People from diverse racial and ethnic backgrounds and people with disabilities are strongly encouraged to apply.