

## **Job Announcement: IT Support Specialist**

**Location:** Washington, D.C. (Hybrid)

**Position Type:** Full-Time, Exempt

### **Help Power a National Movement for Disability Rights**

The [National Disability Rights Network](#) (NDRN) is seeking an experienced, service-oriented **IT Support Specialist** to join our Washington, D.C. team. This role is ideal for a technology professional who wants their skills to directly support civil and human rights, and who values collaboration, accessibility, and continuous learning.

Working closely with NDRN's IT Systems Manager, the IT Support Specialist plays a critical role in keeping our systems, staff, and nationwide membership network connected, productive, and secure. From cloud infrastructure and end-use support to webinar production and website administration, this position sits at the intersection of technology, accessibility, and mission-driven impact.

### **Who We Are**

The National Disability Rights Network (NDRN) is the nonprofit membership organization for the federally mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) serving people with disabilities nationwide. Collectively, the P&A System is the nation's largest provider of legal advocacy for people with disabilities, advancing civil and human rights through systemic advocacy, litigation, and policy reform.

This position is essential to advancing NDRN's mission. The IT Support Specialist ensures that NDRN's technology infrastructure, digital platforms, and virtual learning environments are reliable, secure, and accessible, enabling staff and member agencies to collaborate effectively, deliver critical training and advocacy support, and respond quickly to the needs of

people with disabilities nationwide.

## **What You Will Do:**

### **Technical Support & Systems Administration**

- Provide day-to-day operational support, maintenance, and troubleshooting to ensure optimal utilization of IT resources.
- Analyze, troubleshoot, and deliver Microsoft cloud solutions, including Office 365, OneDrive, SharePoint, Intune and hybrid environments.
- Maintain system security and support data protection best practices across the network.
- Set up and support staff and intern accounts, devices, and workstations.
- Create and maintain activity logs and documentation for system upgrades and maintenance.
- Research emerging technologies and recommend improvements to strengthen organizational effectiveness.
- Evaluate, validate, and support the integration of AI tools, and assist staff in their appropriate and effective use.
- Provide AV and technical support for in-person training events, as needed.
- Perform other related duties as assigned.

### **Webinar Production & Accessibility Support**

- Produce webinars and virtual events on Zoom in collaboration with program staff.
- Create and manage SurveyMonkey evaluations for assigned events.
- As a member of the accessibility team, review and remediate training materials to ensure compliance with NDRN accessibility standards and plain-language principles.

### **Website Administration & Support**

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

## **What We Are Looking For**

### **Required Qualifications**

- Bachelor's degree or equivalent experience in information technology, information systems, or a related field.
- Strong interpersonal and communication skills.
- Demonstrated ability to work collaboratively and with sensitivity in a team-based, mission-driven environment.
- Experience with Microsoft Office 365 and Windows-based systems.
- Hands-on experience with Active Directory, Intune, Azure, and hybrid deployments.
- Experience installing, configuring, and supporting hardware, software, and networks.
- Strong organizational and administrative skills.

### **Preferred Qualifications**

- Experience with or interest in Artificial Intelligence (AI) tools and applications.
- Familiarity with Learning Management Systems.
- Experience with systems administration and documentation in a Windows environment.
- Knowledge of data security tools and information security guidance.
- Experience developing clear, user-centered technical documentation.

### **Compensation and Benefits**

- Salary Range: \$70,000 – \$80,000
- Benefits: competitive salary commensurate with experience and a comprehensive benefits package including health, dental, and vision insurance, paid time off and holidays, retirement plan options, and a flexible work environment.

## How to Apply

Interested candidates should submit a cover letter and resume to:

**Charles Ndour, IT Manager** via email or US Postal Service:

- **Email documents to:** [ITposition@ndrn.org](mailto:ITposition@ndrn.org). Please include: “IT Support Specialist” in the subject line
- **Mail Documents to:** National Disability Rights Network, 820 First Street, NE, Suite 740, Washington, DC 20002.

Applications will be reviewed on a rolling basis and **will be accepted until Wednesday, January 14, 2026. No application will be considered after January 14, 2026.**

### 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](mailto:hr@ndrn.org).

**NDRN is an equal opportunity/affirmative action employer**, and we prohibit discrimination and harassment of any kind and fully complies with all federal, District of Columbia, and applicable state employment laws, including Title VII of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, as amended, the Age Discrimination in Employment Act, and the Americans with Disabilities Act, as amended. Individuals with Disabilities are encouraged to apply.