

The **Greater Milwaukee Foundation** is how Milwaukee works together. For over a century, we have helped generous people give back to the community. Together with donors and partners throughout the region, the Foundation invests in the potential of people and places, supports community-grown solutions and strives to end the systemic racism that holds our region back. Through the power of transformative philanthropy and social change, we are focused on shaping a future where everyone thrives – *a Milwaukee for all*.

You can make a difference, as we are seeking an IT Systems Administrator! The IT Systems Administrator is responsible for serving as the Foundation's lead in-house technology and event-technology practitioner, keeping IT systems reliable and secure while ensuring donors, grantees, board members, staff and community partners experience seamless technology at every meeting, event and touchpoint. Reporting to the Director of IT and Facilities, this role partners with the Foundation's managed IT services provider (MSP) to administer core systems, execute IT projects, deliver responsive support and lead the technology behind hybrid and in-person events.

Essential Duties & Responsibilities:

Systems Administration and Support

- Administers the Foundation's Microsoft 365 tenant, including Exchange Online, SharePoint, Teams, OneDrive and Entra ID (Azure AD). Manages account provisioning and deprovisioning, licensing, group membership and access reviews.
- Administers the endpoint fleet using Microsoft Intune or comparable MDM. Owns imaging, configuration, patching and update cadence for staff devices and shared workstations.
- Provides day-to-day desktop, laptop, mobile device and peripheral support to staff, including installation, configuration and troubleshooting of hardware, software and network connectivity.
- Handles daily helpdesk tickets and walk-up requests and serves as the Foundation's primary point of contact for staff technology needs, resolving issues directly and coordinating with New Era on escalations of complex or infrastructure-level issues within established service levels.
- Owns internal IT documentation, runbooks and knowledge-based articles, maintaining accurate records of systems, configurations and standard operating procedures.

Cybersecurity Operations

- Supports execution of the Foundation's cybersecurity program under the direction of the Director of IT and Facilities, including MFA administration, endpoint protection, phishing simulation and security awareness training coordination.
- Monitor alerts from endpoint protection, email security and identity systems, triaging and escalating in accordance with the Foundation's incident response procedures.
- Assists with audit preparation, evidence collection, remediation tracking and access reviews; contributes to maintaining documentation aligned with recognized frameworks (e.g., NIST CSF).

Event and Meeting Technology

- Serves as the lead IT partner for Foundation events, board and committee meetings, donor gatherings and community convenings hosted at Foundation offices; acts as liaison for Foundation offsite events.

- Plans, tests and sets up audio-visual, video conferencing, live streaming and presentation technology for onsite, virtual and hybrid events, troubleshooting in real time to keep events on track if needed.
- Coordinates with the Facilities Experience Manager, program teams, MSP and external AV vendors for event technology logistics and run-of-show, participating in pre-event walkthroughs and rehearsals.
- Recommends and maintains meeting room and event AV standards. Contributes to AV and hardware refresh planning, including participation in vendor selection.

IT Projects, Automation and Emerging Technology

- Executes IT projects assigned by the Director of IT and Facilities, including system rollouts, migrations, upgrades and integrations, and contributes to project planning, timelines and status reporting.
- Identifies opportunities to automate routine administration and workflows using PowerShell, Power Automate or comparable tools.
- Assists the Director of IT and Facilities with evaluating, piloting and rolling out AI and productivity tools (e.g., Microsoft Copilot, generative AI platforms); supports employee enablement, acceptable-use guidance and adoption tracking.
- Analyzes end-user friction and usage patterns to recommend system, process or training improvements.

User Enablement and Training

- Designs and delivers technology training for staff on core tools, security best practices and AI-productivity tools.
- Onboards new employees on Foundation technology, workplace tools and security expectations.
- Creates job aids, quick-reference guides and self-service resources to reduce recurring support demand.

Vendor and Asset Coordination

- Serves as day-to-day liaison with the Foundation's managed IT services provider; tracks tickets, escalations and quality; participates in service reviews.
- Maintains asset inventory and lifecycle records for endpoints, peripherals, AV equipment and mobile devices, monitoring age, location, warranty and refresh timing.
- Coordinates procurement and receiving of IT hardware, software licenses and event technology gear in partnership with the Director of IT and Facilities and the Facilities Experience Manager.
- Participates in assigned meetings, events and training as required.

Non-Essential Duties

- Serves as back-up support to Director of IT and Facilities and Facilities Experience Manager.
- Supports workplace safety, security and hospitality efforts in partnership with the Facilities Experience Manager.
- Assists in the implementation of operational projects linked to strategic goals and priorities of the Foundation.
- Participates in community planning efforts, workshops and conferences.
- Performs other duties (or functions) as assigned.

Job Specifications

To perform this job successfully, an individual must be able to carry out each essential duty in a satisfactory manner. The job specifications listed below are representative of the education and experience as well as the knowledge, skill and/or ability (KSAs) required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Bachelor's degree in IT, Computer Science, Information Systems or related field required. Equivalent combination of education and experience will be considered.
- Four (4) or more years of progressive IT experience, including systems administration, end-user support and IT operations required.
- Hands-on experience administering Microsoft 365 and endpoint management platforms (Intune or comparable) required.
- Experience supporting event, board meeting or conference technology (e.g., AV, hybrid meetings, live streaming) strongly preferred.
- Experience working in a nonprofit, foundation or financial-services-adjacent environment preferred.
- Working knowledge of PowerShell or scripting for administration and automation preferred.
- A flexible schedule is required (may support events, meetings or incidents outside normal business hours).

Knowledge, Skills & Abilities

- Ability to support the mission, vision and values of the Greater Milwaukee Foundation and abide by applicable standards of conduct, policies, and procedures.
- Demonstrated commitment to racial equity and inclusion.
- Self-motivated and able to work independently, take initiative and solve problems.
- Demonstrated superior customer service skills and aptitude; ability to interact effectively with people from diverse backgrounds.
- Proficient in Microsoft Office Suite applications, web-based applications, and databases.
- Must be honest, dependable, and able to handle multiple tasks while being organized and meeting deadlines.
- Ability to communicate respectfully and effectively, verbally and in writing.
- Demonstrated aptitude for financial analysis.
- Knowledge of different accounting systems/financial policies/business environments.
- Ability to learn new procedures quickly and accurately.

Certifications, Licenses, Registrations

- One or more of the following preferred: CompTIA Network+, CompTIA Security+, Microsoft 365 Certified: Modern Desktop Administrator Associate (MD-102), Microsoft Certified: Azure Administrator Associate (AZ-104) or ITIL Foundation.



Job Opportunity: IT Systems Administrator

Salary: \$74,625

Benefits: We offer an excellent benefit package, which includes health, dental, vision, flexible spending, life insurance, 403(b) retirement plan, paid time off (PTO), parental leave, educational assistance and more!

Application Instructions: Please click on the link to apply. [IT Systems Administrator](#)

The Greater Milwaukee Foundation is an equal opportunity employer and encourages people of diverse backgrounds to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.