



**Position:** Technology Specialist

**Reports to:** Chief Administrative Officer

**Date Available:** 2/19/2026

**Status:** Full-time, exempt

### **About UPAF**

For almost 60 years, UPAF has been at the heart of Milwaukee's vibrant cultural scene, raising essential funds, providing strategic stewardship and inspiring involvement in the performing arts. As a nationally recognized, community-driven nonprofit, UPAF fuels world-class performances and lifechanging arts education initiatives across Southeastern Wisconsin.

### **Position Overview**

The Technology Specialist is a ***full-time position*** primarily responsible for overseeing UPAF's technology infrastructure and providing technical support for UPAF Staff and volunteers. Candidates for this position must be tech savvy and enjoy working in a team environment, have strong customer service and organizational skills, and the ability to manage multiple tasks of competing priorities.

### **Key Responsibilities**

#### **IT Support (20%)**

- Provide technical support and troubleshooting for laptops, servers, printers, phone and network, escalating to UPAF's IT support company as needed.
- Provide IT onboarding and offboarding and periodic IT training for UPAF staff.
- Act as primary contact for IT and print vendors for IT maintenance and project work.
- Maintain IT hardware and software inventory, manage access to UPAF systems and platforms.

#### **Online Platform Management (70%)**

- Provide technical support for UPAF's 100+ workplace giving campaigns, setting up custom sites for campaign ambassadors and troubleshooting technical issues.
- Maintain and administer SharePoint document library.
- Work with IT vendors to maintain and support all online platforms, including Customer Relationship Management (CRM) system, UPAF.org, and various staff and volunteer portals.
- Set up new Classy giving and peer-to-peer sites as needed.

#### **Data Maintenance Support (10%)**

- Maintain CRM duplicate resolution system.
- Execute quarterly change of address updates.
- Provide other data maintenance support as necessary.

### **Qualifications**

#### **Education and Experience**

- Associates degree or equivalent life experience is preferred.
- Minimum of 1-3 years of experience in IT support.



- Proficiency with MS Office tools.
- Familiarity with CRM systems a plus.

#### **Skills and Abilities**

- Strong problem-solving skills and willingness and ability to learn new things.
- Excellent communication skills – customer service-focused, patient and able to assist staff with varying levels of technical capability.
- Organized, adaptable and able to manage multiple competing priorities.
- High ethical standards and a commitment to donor confidentiality.

#### **Compensation**

The hiring range for this position is \$45-50k.