

JOB POSTING: INFORMATION TECHNOLOGY (I.T.) SYSTEMS SPECIALIST

POSITION SUMMARY

The W.E. Upjohn Institute for Employment Research and Michigan Works! Southwest are seeking a dedicated and skilled IT Systems Specialist to manage and maintain critical technology infrastructure across multiple locations within the Michigan Works! Southwest four-county service area. The IT Systems Specialist must be highly proficient with Microsoft O365, modern endpoint management, and maintaining the security of related systems. This position ensures stable, secure, and accessible IT services for staff and specialized on-site testing environments, including computer and testing labs for use by customers. Additional responsibilities include tracking department expenditures, assisting with budget development, and managing relationships with vendors.

This role involves regular travel between service locations in Branch, Calhoun, Kalamazoo, and St. Joseph counties.

KEY RESPONSIBILITIES

- Oversee the administration, maintenance, and optimization of the entire Microsoft O365 suite, including user management, licensing, and service health monitoring.
- Administer endpoint management, utilizing Microsoft Intune for MDM and MAM, configuring device compliance policies, deploying applications, and ensuring secure access for all endpoints.
- Manage and respond to security alerts and incidents using Microsoft Defender for Endpoint and other Defender suite components, maintaining a strong security posture across the organization.
- Provide hands-on, on-site IT support and maintenance for infrastructure, networking, and end-user devices across multiple physical office locations.
- Evaluate technology support operations, diagnose and test hardware and system configurations to ensure optimal functionality.
- Identify, investigate, troubleshoot and collaborate with others to resolve IT related issues.
- Provide technical support, manage system backups, and participate in IT projects and technology upgrades.

POSITION REQUIREMENTS

- Bachelor's degree in Computer Science, Information Technology, or a related field, OR equivalent demonstrated professional experience in a similar IT role.
- Experience with Microsoft O365 administration and support, Microsoft Intune/Endpoint Manager, and managing IT infrastructure across multiple physical locations.
- Must have a valid driver's license, a good driving record, reliable transportation, and the ability to commute to the main office and travel between locations as needed.

WAGES & BENEFITS

This position offers a starting salary range of \$56,000-\$66,000 annually, commensurate with experience, as well as a generous benefit package. The benefits offered include health, dental, and vision insurance, short-term extended medical leave, long-term disability, parental leave, and a retirement plan.

WHO WE ARE

Michigan Works! Southwest strives to build connections between job seekers looking to grow their careers and employers seeking quality candidates with the necessary job skills. This is accomplished by staying abreast of employment trends and maintaining critical relationships with community partners to ensure connections are made between employers, educators, trainers, and employees. Learn more at our website: <https://www.michiganworkssouthwest.org/>

Michigan Works! Southwest is within the **Center for Workforce Innovation and Solutions**, a division of the **Upjohn Institute**, and is committed to pioneering best practices in workforce development through program development, operation, and evaluation, striving to ensure successful outcomes for job seekers, employers, and communities.

Since 1932, the **Upjohn Institute** has functioned as one of the world's leading independent, non-partisan, and non-profit labor economics research organizations, seeking to research the causes and effects of unemployment and to devise ways and means of alleviating hardships caused by unemployment.

All applicants and participants of the Michigan Works! Southwest Workforce Development Programs will be provided equal opportunity to participate in and benefit from all programs, activities, and services without regard to race, color, religion, national origin, age, sex, height, weight, marital status, disability, arrest record, or political affiliation or belief, or citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or other non-merit factors.

The Upjohn Institute is an Equal Opportunity Employer and as such, is committed to achieve a goal of equality in the treatment of employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, age height, weight, national origin, veteran or disability status in hiring, promotion, training and development, compensation, transfer, termination, disciplinary action, and all other personnel actions and Institute related functions and activities.

HOW TO APPLY

Submit your resume and letter of interest to hr@upjohn.org.