



Position Description: Technology Manager

Supervisor: Director of Operations

Status: Full Time 40 Hours Exempt

Location: SL Brown Foundation, Madison, WI

Organization

The Stephen & Laurel Brown Foundation (Foundation/SLBF) serves the University of Wisconsin and Madison communities by leading Christian thought and formation to shape today's pluralistic university. We gather communities, educate for formation, and produce scholarship within the university for greater Christian impact. SLBF comprises several initiatives: The Lumen Center, New College Madison, a student Fellows Program, and a Media Studio. The Foundation includes two physical properties: Upper House – based in University Square in the heart of the University of Wisconsin–Madison campus, and Dottie's Ranch – a retreat center located 15 miles outside Madison. Upper House is a member of the Consortium of Christian Study Centers.

Position

The Technology Manager is responsible for overseeing and advancing all technology systems and infrastructure for SLBF. This role ensures that staff, programs, and facilities are supported by reliable, secure, and efficient technology. The position includes responsibility for IT systems, software platforms, data management, vendor management, AV systems (in partnership), cyber security, and facility-related technology. This individual will serve as both a strategic partner and hands-on resource, helping SLBF leverage technology to further its mission.

Responsibilities:

IT Systems & Infrastructure (30%)

- Manage and maintain all organizational hardware, including laptops, desktops, printers, and technology devices
- Oversee network infrastructure (Wi-Fi, internet connectivity, routers, firewalls)
- Coordinate with external IT vendors and service providers as needed
- Ensure systems are up-to-date, properly configured, and functioning efficiently
- Troubleshoot and resolve day-to-day technical issues for staff in timely and professional manner
- Manage and maintain a help desk ticketing system to track, prioritize, and document support requests and resolutions.
- Maintain and update technology documentation, including user guides, FAQs, and internal knowledge base articles.
- Proactively identify recurring technology issues and implement systemic solutions to reduce support burden and improve staff productivity.

Software & Data Management (15%)

- Support software and hardware in a Mac/Apple environment.
- Support Microsoft 365 environment.
- Administer and maintain the Foundation's CRM system, including user access, data hygiene, workflows, and reporting configurations.
- Administer and maintain enterprise IT assets including physical computer resources, LAN/WAN infrastructure, Office 365 accounts, and room management technologies.
- Support data integrity, reporting, and basic analytics needs
- Assist teams in optimizing technology tools for programs and operations
- Support the development and maintenance of data pipelines and integrations between the CRM and other Foundation platforms (e.g., email marketing, event management, financial systems).
- Develop and enforce organizational data standards and policies to ensure consistent, accurate, and complete data entry across all departments.
- In partnership with senior leadership, utilize data collection and analysis techniques to surface insights that improve SLBF strategies and operations.

Technology Vendor Management (15%)

- Serve as the primary relationship manager for all technology vendors, including software providers, hardware suppliers, managed service providers, and audiovisual contractors. (AV is in partnership with the Director of Media.)
- Negotiate, review, and manage vendor contracts, service level agreements, and renewals in coordination with Foundation leadership and Legal Manager.
- Evaluate vendor performance on an ongoing basis, ensuring services meet organizational standards and represent sound stewardship of resources.
- Research and recommend new technology vendors or solutions that align with the Foundation's operational needs, budget, and mission.
- Coordinate with vendors to ensure technology infrastructure is properly envisioned, deployed, and maintained across all Foundation properties.
- Manage vendor schedules for planned maintenance, upgrades, and installations to minimize disruption to Foundation operations.
- Maintain a comprehensive inventory of all technology assets and associated vendor relationships, warranties, and support contracts.

Cybersecurity & Risk Management (10%)

- Implement and maintain cybersecurity best practices (password policies, MFA, device security, etc.)
- Manage user accounts, permissions, and access controls
- Monitor systems for vulnerabilities and coordinate responses to potential threats
- Ensure data privacy and compliance with applicable regulations and organizational policies
- Maintain backup systems and disaster recovery plans

Facilities Technology & Office Equipment (10%)

- Manage security systems including cameras, recording systems, and access control
- Oversee office equipment such as copiers, printers, and door systems
- Coordinate maintenance, vendor service, and upgrades for facility-related technology
- Ensure systems are functioning to support a safe and efficient environment

Strategic Technology Planning (10%)

- Assess organizational technology needs and recommend improvements
- Develop and manage technology budgets
- Lead implementation of new systems and tools
- Stay informed on emerging technologies that could benefit SLBF

Training & Support (5%)

- Provide training and onboarding for staff on technology systems
- Develop simple guides and documentation for common tools
- Serve as a resource to improve overall staff comfort and efficiency with technology
- Train Foundation staff on CRM usage, data practices, and reporting tools to promote a data-informed organizational culture.

Professional Development, Growth and Spiritual (5%)

- Commit time to personal and organizational renewal through regular periods of reading and reflection. This includes times away for study, prayer, and long-range planning.
- Attend educational and ministry related conferences that offer personal renewal and professional growth opportunities, relevant technology and professional development in order to stay current with emerging tools and best practices.

Education & Experience Requirements:

- Bachelor's degree required. Preferred degree in Information Technology, Computer Science, or related field (or equivalent experience)
- 5-10+ years of relevant experience in IT, systems administration, or technology management
- Strong working knowledge of networks, hardware, and common business software platforms
- Ability to troubleshoot and resolve technical issues independently
- Strong organizational and communication skills
- Experience in a nonprofit or mission-driven organization

Qualifications

- Commitment to the Lordship of Christ and a high level of spiritual maturity consistent with the Foundation's mission.
- Annually affirm SLBF Statement of Faith
- Love for the university and its array of stakeholders
- Strong customer-service orientation

- Problem-solving and adaptability
- Ability to balance strategic thinking with hands-on execution
- Attention to detail and commitment to security and reliability
- Experience with CRM/database systems
- Experience managing vendors and technology projects
- Preferred knowledge of AV systems and event technology
- Demonstrated experience managing technology vendors, contracts, and service level agreements.
- Support hardware in a Mac/Apple environment.
- Support Microsoft 365.
- Proficiency with enterprise IT environments, including Office 365 administration, networking fundamentals, and endpoint management.
- Experience with CRM platforms (e.g., Salesforce, HubSpot, Neon, or similar), including administration, data hygiene, and reporting.
- Strong data skills, including collection, analysis, and visualization.
- Excellent interpersonal and communication skills, with the ability to explain technical concepts clearly to non-technical staff. Strong organizational skills and ability to manage multiple concurrent priorities.
- High energy, a servant's heart, and the ability to work collaboratively with diverse stakeholder groups.
- Ability to lift and move equipment as needed
- Occasional evening or weekend support for events
- A valid drivers license