

INFORMATION TECHNOLOGY ADMINISTRATOR POSITION (Part time)

New Haven Legal Assistance Association, Inc. (NHLAA) is a nonprofit law firm incorporated in 1964 to “secure justice for and to protect the rights of those residents of New Haven County unable to engage legal counsel.” We are an office of lawyers and paralegals, specializing in family, benefits, housing, health, immigration, and child law. Our mission is to provide high-quality free legal services to individuals, families, and groups in the greater New Haven area, including the lower Naugatuck Valley, who are unable to obtain legal services because of limited income, age, disability, discrimination and other barriers. We are looking for applicants who want to use their education, creativity, initiative, skills, and talents to contribute to a mission such as ours.

Our Statewide Network consists of 4 legal services programs in Connecticut connected with a wide-area network (WAN), sharing all IT hardware and software resources, internet access, most technology purchases, planning and user support for a network of approximately 250 users. There is currently a team of 3 full-time IT Administrators who handle all network administration. Our goal would be that the IT Administrator becomes part of that team and works approximately half of their time providing program-specific support at NHLAA and half on WAN issues and support.

The position is in New Haven, Connecticut. The summary description:

Job Title Information Technology Administrator (ITA)

Responsibilities

The ITA works as part of an IT team to provide computer and network support for NHLAA and for the statewide technology infrastructure. The ITA collaborates with other legal services agencies’ executives and IT professionals to maintain the existing technology infrastructure and to plan and implement upgrades to the existing technology infrastructure.

Qualifications

At least one year of network/systems administration and system help desk support required; ability to create financial and statistical reports and/or charts; ability to solve computer-user problems; good people skills.

Compensation: Salary commensurate with experience. The position is part-time.

Application Closing Date: August 9, 2017

Start date: September 25, 2017

Apply via email only to cgontarski@nhlegal.org

Specific Task Dimensions:

IT System Implementation and Maintenance at NLAA:

- Directs implementation and execution of new and upgraded information systems via well-defined plans that include procedures, deadlines and accountability.
- Plans, recommends, installs, configures and administers all of NHLAA's local hardware, including pc's, monitors, data and voice communication lines, faxes, printers, copiers, postage machines, phones, cameras, laptops and projectors.
- Administers Microsoft Exchange, Legal Files, Windows Active Directory, Financial Edge, Crystal Reports, Raiser's Edge, Citrix, as well as networking and backup systems.
- Supports approved use of mobile phones and related devices.
- Recommends, installs, and administers all of NHLAA's local software.
- Supports and deploys NHLAA's IP phone system.
- Recommends and coordinates approved purchases of hardware and software. Coordinates such purchases with NHLAA's accounting department.
- Recommends technical priorities, standards, and procedures.
- Directs the work of technology consultants/vendors.
- Supervises volunteer IT staff.
- Maintains system documentation, files, inventory, and other records.

Technical Support:

- Provides technical assistance for all information and communications technology.
- Provides day-to-day technical support for NHLAA users. This includes helpdesk support, periodic needs assessments and ongoing individual instruction.
- Provides technology training and support in the form of workshops, group trainings, written instructions, videos, and individual instruction for NHLAA staff.

Planning:

- Works with deputy and executive directors to align Information Technology with NHLAAs' strategic plan, vision, and mission.
- Identifies short and long-range technology needs, including the design of infrastructure to support new applications and technologies.
- Develops annual information technology purchase plan and budget in collaboration with deputy and executive directors.
- Evaluates and manages vendor relationships.

Data Reporting & Administrative Support:

- Develops and maintains custom reporting for the legal case management system using Crystal Reports.
- Runs data reports.

Statewide Network:

Under the direction of the Project Directors, and in coordination with the IT Administrators from the other Legal Services Programs, the Administrator is responsible for maintenance, planning, and technical support of the statewide technology system.

These responsibilities include:

- Plan, analyze, recommend, install, configure and administer our wide area network including but not limited to: servers, routers, switches, firewalls, virtual private networking devices, data and voice communication lines, operating systems, antivirus and other types of software.
- Participate, when appropriate, in the provision of technical assistance.
- Supervise and monitor all network problems related to domains, active directory, user accounts, and security policies.
- Analyze server and network activity and maintains performance monitoring systems as well as other software programs e.g., intrusion detection, virus scanning applications, etc.
- Communicate regularly with IT administrators and staff from other legal services programs.
- Support and provide back up to the other programs when feasible and appropriate.

Professional Development:

- Maintains knowledge necessary to perform job responsibilities and stay current regarding emerging technology through study, training, conferences, research and experimentation.

Confidentiality and Privacy:

- Takes necessary precautions to ensure that private information held in our system is protected and secured appropriately at all times.
- Understands and manages varying degrees or levels of permissions relating to privacy issues.
- Maintains client confidentiality and the privacy of all other information she/he may have access to while meeting job responsibilities.
- Plans, implements, and manages security and other controls needed to insure the integrity and privacy of data.

Maintains these confidentiality and privacy standards for work on the statewide network or while providing back up support for legal services partner organizations.

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