



July 02, 2025

Associate IT Director, Data & Innovation Administration Unit

Greater Boston Legal Services (GBLS) is committed to fair employment practices. We are proud to employ a staff with the cultural and linguistic competency to work within a variety of communities.

Position Summary:

The Associate IT Director, Data & Innovation plays a pivotal role in advancing our organization's technology practices and data strategy. This position sits at the intersection of legal practice, technology innovation, and data management, ensuring our systems align with the evolving needs of our attorneys, professional staff, and clients. The role combines hands-on technical expertise with strategic vision to enhance service delivery, drive efficiency, and support evidence-based decision-making across the organization through the thoughtful and practical implementation of technology.

Key Responsibilities

Data Strategy & Analytics

- **Administer Case Management System:** Serve as primary administrator for our legal case management system, implementing modifications, troubleshooting issues, and ensuring optimal functionality.
- **Support Reporting Requirements:** Work with leadership and grant teams to develop data collection protocols that fulfill funder obligations and enhance accountability.
- **Develop Dashboards:** Create intuitive data visualizations and reports that translate complex information into actionable insights for decision-makers.
- **Enhance Knowledge Sharing:** Implement systems and practices that facilitate information flow across teams, breaking down silos and promoting collaboration.
- **Train Staff:** Develop and deliver training on data literacy, system usage, and best practices to build organizational capacity.
- **Lead Strategic Data Initiatives:** Drive innovative data projects that support our strategic planning and enhance our understanding of community impact and service delivery effectiveness. Key initiatives may include:
 - Data mapping to integrate external community data with LegalServer information for geographic and demographic analysis.
 - Developing measurement frameworks for systemic advocacy outcomes and community-level impact.
 - Creating systems to track clients served across multiple organizational units.
 - Establishing service depth metrics that map against community demographics to identify gaps and opportunities.

Technology Innovation & Strategic Implementation

- **Evaluate Emerging Technologies:** Monitor the legal tech landscape to identify cutting-edge tools and solutions that could benefit our practice, including AI-powered applications, workflow automation, and collaboration tools.
- **Oversee Technology Projects:** Manage cross-functional technology initiatives through all phases including needs assessments, stakeholder engagement, implementation timelines, testing, and evaluation.
- **Lead Pilot Programs:** Design and manage proofs of concept for new technologies, gathering attorney and professional staff feedback to ensure successful outcomes and adoption.
- **Manage System Integration:** Lead or support implementation of tools that integrate with LegalServer and other core systems to create cohesive technology ecosystems.
- **Drive Process Enhancement:** Lead initiatives to improve workflows and technology adoption that directly enhance client services and internal operations.
- **Drive Adoption:** Create internal communications and training resources to promote engagement with new technologies.

Compensation and Benefits: Salary range for this position is between \$115,000 and \$125,000 depending on qualifications and direct experience. GBLS offers a generous benefits package including low-cost comprehensive health insurance, paid time off, and contribution to retirement plan after two years of job retention.

Application: Interested candidates should submit (1) a resume, and (2) a letter of interest to the Human Resources Department via e-mail at jobs@gbls.org. Please refer to Job Code: ADMIN-IT when applying for this position. Deadline for applications is **July 31, 2025**, or until the position is filled.

At GBLS, we recognize our strength comes from the unique contributions of each team member. We invite candidates from all walks of life and backgrounds to apply.