



September 3, 2025

Technology Innovation & Data Manager Administration Unit

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

Position Summary:

The Data & Innovation Manager plays a pivotal role in advancing our organization's technology practices and data strategy. This position sits at the intersection of legal practice, data management, and technology innovation, 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

The Data and Innovation Manager will be responsible for managing GBLS's legal case management system (LegalServer) and other technology related to data gathering, visualization and analysis and will lead strategic data initiatives working with advocates and managers across the organization.

- **Administer Case Management System (LegalServer):** Serve as primary administrator for our legal case management system, developing new processes and implementing modifications for grant reporting and advocate tools, maintaining and sending reports to GBLS's funding sources, troubleshooting issues, and ensuring optimal functionality.
- **Grant Reporting:** Prepare and submit reports to funders.
- **Develop Dashboards:** Create intuitive data visualizations and reports that translate complex information into actionable insights for decision-makers.
- **Support Reporting Requirements:** Work with leadership and grant teams to develop data collection protocols that fulfill funder obligations and enhance accountability.
- **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 to identify gaps and opportunities.
 - Creating systems to track clients served across multiple organizational units.
- **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.
- **Drive Adoption:** Create internal communications and training resources to promote engagement with new technologies.

Qualifications

- 5+ years' experience administering systems like LegalServer or equivalent case management system, specifically:
 - User process and grant reporting development utilizing API's and 3rd party tools (e.g. Docassemble)
 - Developing client-facing data gathering systems, eg. online intake, clinic management, and 3rd party tool integration
 - Managing data compliance by developing custom workflows to maximize efficiency
 - Experience with report creation
- 6+ years' experience with data analytics and visualization skills e.g. Excel tables and graphs, Power BI, Tableau or equivalent, GIS tools
- Solid experience with data policy and data compliance policies and procedures
- Experience leading cross-functional technology projects
- Strong communication skills with both technical and non-technical audiences
- Self-motivated with the ability to set priorities and manage multiple tasks under minimal supervision in an effective and efficient manner
- Strong interpersonal skills, flexibility, and the ability to work effectively in a high-pressure environment in a mission-driven organization
- Preferred 3+ years working with a legal service provider / legal aid organization
- Preferred familiarity with systemic advocacy measurement frameworks
- Preferred experience with emerging legal technologies including legal services AI tools

Compensation and Benefits: Salary range for this position is between \$70,000 and \$90,000 or higher 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 September 12, 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.