January 09, 2026

DATA SPECIALIST
Administration Unit – Information Technology

Greater Boston Legal Services (GBLS) provides free civil legal assistance to low-income individuals and families across Greater Boston. Our work advances housing stability, family safety, economic security, and access to justice. Data and technology are essential to ensuring our services are effective, accountable, and responsive to the communities we serve.

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

GBLS seeks an experienced Data Specialist to join our Information Technology team. This role is designed for a data professional with advanced case management systems expertise who is motivated to support mission-driven work through strong systems, accurate data, and meaningful reporting. The Data Specialist serves as a key LegalServer (GBLS's case management system) expert while also strengthening GBLS's data culture by supporting grant- and compliance-related data collection, improving data completeness through quality checks and correction support, and developing clear documentation and training that help staff use systems consistently and effectively across the organization. GBLS currently operates a hybrid work schedule.

Responsibilities:

- Serve as the primary LegalServer case management expert, leading system configuration, enhancements, pilots, and operational adjustments that support evolving program, grant, and organizational needs.
- Design, maintain, and document LegalServer forms, fields, workflows, permissions, and reports to ensure data accuracy, system reliability, and consistent use across programs.
- Configure and support grant- and compliance-related data collection and reporting, including identifying missing or inconsistent data and coordinating with program teams to support timely data correction and reporting readiness.
- Extract, prepare, and analyze data from LegalServer using Excel, SQL queries, and/or scripting languages (e.g., Python) to support internal analysis, funder reporting, and cross-team data requests.
- Develop and maintain clear system and user-facing documentation or guidance to help staff understand workflows, reporting outputs, and data expectations.
- Manage concurrent requests and user support related to LegalServer configuration, reporting, and troubleshooting, prioritizing time-sensitive operational needs with strong organizational judgment and attention to detail.

Required qualifications:
- 4+ years of experience in technology-focused roles involving case management systems, data reporting, grant compliance, and scripting or software development to support reporting.
- Advanced, hands-on expertise with case management systems such as LegalServer, including system configuration, report creation, database querying, and support for system changes and enhancements.
- Demonstrated ability to ensure data accuracy and reliability through strong attention to detail, documentation discipline, and experience using automated tools or batch processes to identify and resolve missing or inconsistent data.
- Proven capacity to manage multiple concurrent requests, shifting priorities, and time-sensitive operational needs with strong organizational judgment and follow-through.
- Excellent communication skills, with the ability to explain technical concepts and report outputs to non-technical audiences, and to produce clear system documentation and training materials; advanced proficiency in Excel and familiarity with reporting or data visualization tools.

Preferred qualifications:
- Experience with process mapping, workflow optimization, data governance, or system improvement initiatives, along with familiarity with internal documentation or knowledge-sharing tools (e.g., SharePoint).
- Experience working in legal aid, nonprofit, or other mission-driven organizations using LegalServer or similar case management systems, including operational or reporting workflows.
- Familiarity with grant, funder, legislative, or compliance-driven reporting cycles, including data readiness, validation, and reporting timelines.

Salary is based on a union scale. The annual salary starts at $55,000 or higher depending on qualifications and direct experience. GBLS offers a generous benefits package including low-cost comprehensive health insurance, paid time off, and contributions to retirement plans after two years of job retention.

Candidates should submit a cover letter, resume, and a data report sample. All three documents must be attached. Incomplete submissions will not be forwarded to Human Resources for review. Please submit materials via email to **jobs@gbls.org**. Please refer to the Job Code: **IT-DATA** when applying. Deadline for applications is **January 31st, 2026**, 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.