

# **Legal Services National Technology Assistance Project**

Document Automate

Helping nonprofit legal aid programs improve client services through innovative use of technology.

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## **Document Automation Specialist - Illinois Legal Aid Online**

The Document Automation Specialist will focus on creating automated document programs for Illinois' statewide court forms and other legal documents, designed for people without lawyers. The Specialist will implement all aspects of automated document programs development, including designing, building, testing, documentation and support. Close attention to detail and a focus on user experience (UX) are essential. This role reports to ILAO's Automated Documents Producer.

### **Primary Responsibilities**

#### **Automated Documents Program Development - 50%**

- Develop and update automated document programs using platforms such as A2J Author, HotDocs, and Odyssey Guide & File
- Collaborate with Access to Justice Commission staff and Forms subcommittee members to develop guided interviews, form automation, and e-filing integration of statewide court forms
- Perform usability testing of automated document programs to ensure plain-language and comprehension guidelines are met
- Integrate tester feedback and self-represented litigant resources into automated document programs
- Automated Document Program Support - 20%

#### **Provide support to users experiencing issues with automated document programs**

- Monitor and maintain a library or statewide forms automated document programs, including awareness of how law updates or form changes impact automated document programs
- Participate in national legal aid automated document community
- Provide feedback and suggestions to the LawHelp Interactive (LHI) and Tyler server hosts to continuously improve their products

- Coordinate support with server hosts and development community
- Identify and escalate situations requiring urgent attention or tickets left unattended

## **Project Coordination and Management – 20%**

- Plan and track the progress of multiple, simultaneous projects
- Consistently follow up with clients on ticket status, next steps, progress, and resolution
- Coordinate work with Automated Documents Producer to ensure the ILAO automated documents program catalog is up-to-date
- Coordinate with translators to translate the automated document interviews and forms into Spanish for LEP populations by answering questions and providing feedback
- Collaborate with Automated Documents Producer, Content Managers, and other ILAO staff on synthesizing interactive systems, instructions and automated documents with the statewide websites
- Develop test plans for usability and QA testing
- Gather statistics and documentation for grant reports as needed
- Attend staff meetings and other administrative meetings

## **Other activities – 10%**

- Actively participate in national automated document community and listservs
- Participate in project management meetings
- Participate in fundraising events and campaigns
- Participate in staff meetings and other administrative meetings
- Perform other duties as assigned

## **Qualifications**

- Outstanding communication and interpersonal skills, with the ability to communicate technical and legal information and ideas using plain language
- Exceptional problem-solving skills; ability to visualize a problem/situation and think abstractly to solve it
- Works well on a team and willing to pitch in however needed to accomplish the goals of the organization
- Excellent organization and attention to detail, and able to prioritize tasks for on-time delivery
- Proficiency in another language is a plus, Spanish or Polish preferred
- Self-motivated and takes the initiative to research solutions to problems
- Data-driven and decisive; the desire to evaluate, revise and continuously improve
- Passion for the mission and vision of Illinois Legal Aid Online

## **Education/Experience and skills:**

- Information Technology-related bachelor's degree or relevant experience
- J.D. or legal experience is a plus but not required

- Familiarity with document assembly software; knowledge of HotDocs®, A2J Author, and Tyler Odyssey Guide & File preferred
- Solid technology skills including proficiency using
  - Adobe Acrobat Pro
  - G Suite applications
  - Microsoft Office (Word, Excel, Powerpoint)
  - Web-based content management/publishing tools (Drupal preferred)
- Familiarity with the software development life-cycle
- Demonstrated ability to code, create and modify scripts
- Ability to learn new applications and technologies in a timely fashion and to use such applications and technologies with ILAO's products and services
- Must be authorized to work in the U.S. for any employer

## About the Organization

For more than 17 years, Illinois Legal Aid Online (ILAO) has simplified the law so that all people can resolve their problems. Through innovation, we lower barriers to the law so that people can understand their legal options, make informed decisions and, when necessary, represent themselves in court.

ILAO's free programs provide essential legal services and support 24/7/365 to the people of Illinois, focused on lower-income individuals and families, legal aid advocates and pro bono professionals.

Email your resume and a cover letter detailing your fit for the role and your salary requirements to [hire@illinoislegalaid.org](mailto:hire@illinoislegalaid.org). No phone calls; no recruiters, please.

Deadline

**March 15, 2019**

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