

# Information Technology Director- White Plains, NY

## Legal Services of the Hudson Valley

<http://www.lshv.org>

**Date Posted:** 4/21/2022

**Job Type:** IT Director, White Plains, NY

**Schedule Type:** Full-Time

### About Us

For more than 50 years, Legal Services of the Hudson Valley (LSHV) has been providing free, high-quality legal counsel in civil matters when basic human needs are at stake including: eviction and foreclosure prevention, domestic violence, disability, elder law, healthcare, consumer fraud and more. Our services support almost 600,000 poor and low-income families and individuals who cannot afford an attorney in our seven-county service area. With the gap separating those who can and cannot afford legal representation widening each day, we work to ensure that everyone has equal access to justice, regardless of their ability to pay. As the only provider of comprehensive civil legal services in the lower and mid-Hudson Valley (Westchester, Putnam, Dutchess, Rockland, Orange, Ulster and Sullivan Counties), LSHV is proud to have handled over 12,000 cases impacting nearly 27,500 household members including 10,000 children last year. LSHV is made up of ten offices, and a dedicated and highly skilled staff of attorneys, paralegals and administrative professionals.

Legal Services of the Hudson Valley is dedicated to building a highly skilled workforce that reflects the diverse communities we serve and where everyone feels empowered to bring their authentic selves to work. We are committed to racial justice and promoting equity for all, and we continuously review and strengthen our processes and practices to empower our staff, clients and the communities we serve. Respect is a cornerstone of relationships among our staff. Our affinity groups are self-directed and provide a space for members to support one another and their shared vision. We encourage applications from people of all identities.

### Position Description

Legal Services of the Hudson Valley has an immediate opening for an IT Director, who will be responsible for the overall planning, design, development, purchasing, implementation, and maintenance of LSHV's computer and telecommunications systems, including LSHV's server, case management system, and cloud-based applications such as SharePoint and Microsoft Teams. Reporting to the Chief Operating Officer, the IT Director will supervise and manage the technology-related work of the IT and Facilities Manager. In partnership with the COO and the CFO, the IT Director will ensure that technology development is consistent with LSHV's organizational and budgetary objectives. In addition, the IT Director will collaborate and support the Development Department to ensure the website is aligned with best practices and assist as needed with back-end applications and functions.

### Responsibilities

- Maintain and update LSHV's SharePoint Online site.
- Oversee LSHV's IT infrastructure, ensuring that it is reliable, secure, and effective in terms of cost and productivity.
- Development and maintenance of a collaborative process of communication with LSHV management and staff (technology advisory group) to determine organizational needs, objectives, and goals. Leads the technical advisory group in developing short (12 month) and long (24-48 month) term strategic technology plan and goals.
- Implementation of a short and long-term strategic technology plan for LSHV.
- Ongoing collaboration with LSHV staff to identify technology needs, research and recommend and implement solutions.
- As it relates to the LSHV website, in collaboration with the Development Department, assist with back-end applications, maintenance and licensing. Work with the Development Team to ensure compliance by website vendors and others and provide support as needed.
- Responsible for acting as lead point of contact with LSHV's external IT provider.
- In consultation with the CFO and COO formulate and manage IT budget; solicit bids for projects and purchases and maintain documentation for compliance purposes.
- Approve invoices from IT and phone system vendors in our outsourced AP system, AVID.
- Responsible for acting as lead point of contact with LSHV's VoIP provider. Manage and maintain phone system interface with external IT provider and phone provider (Microsoft TEAMS interface with phone system).
- Supervision and management of technology vendors and consultants.
- Supervision and management of IT and Facilities Manager's completion of IT-related work, such as:
  - Ensuring proper installation and maintenance of computer hardware and software, telecommunications systems, and copiers in cooperation with vendors and consultants.
  - Overseeing the purchasing of hardware and software, and other technology equipment within the confines of LSHV's budget.
  - Overseeing IT portion of Fixed Assets management by ensuring bar codes are assigned to each device and tracked by employee name and office location on a real-time basis for compliance purposes.

- Overseeing IT aspects of the onboarding and offboarding process by ensuring we have sufficient E3 and E5 licenses to meet our staffing needs, as well as equipment for any new employees.
- Maintaining and updating the Active Directory.
- In collaboration with HR, assist with onboarding and train new employees and volunteers as pertains to technology. Keep accurate and up to date listings of all phone extensions, faxes, efax and other licenses such as DocuSign.
- Monitoring and assisting with staff-related technology requests.
- Develop and implement training programs for LSHV staff, interns, and volunteers. Provides training and support as needed.
- Liaison to Pro Bono Net for technology needs.
- Seeks opportunities within the public and private sector that offer technology support, collaboration, and donations relevant to the technology needs of the organization. In collaboration with the Grants and Development Departments, completes grant applications for public and private technology funding programs for non-profits.
- Attends regional and statewide technology meetings and shares information provided with interested LSHV staff.
- In collaboration with the COO, reviews and updates existing technology-related policies and procedures, ensuring that best practices are adopted and implemented.
- Other duties, as assigned by Supervisor.

### **Qualifications**

- Bachelor's degree in computer science or equivalent education and experience, along with advanced technical and managerial credentials, preferred.
- Experience in project management, managing IT and telecommunications providers/outside vendors, and organizational planning for technology solutions.
- Demonstrated ability to manage multiple concurrent projects.
- Demonstrated knowledge of Windows Server, network topologies, Microsoft 365, SharePoint Online, Windows Security, VoIP, and disaster recovery techniques.
- Work in partnership with organizational stakeholders to identify creative technical solutions to enterprise needs and support overall advance of organizational mission.
- Excellent time management skills.
- Comprehension of complex technical and specialized information.
- Consistent communication of information to end users.
- Hands-on, team-oriented attitude with sound judgment and analytical skills.
- Excellent organizational, results-oriented problem-solving, analytical and evaluative, verbal and written communication skills.
- Ability to work effectively under pressure.
- Strong leadership and management skills.
- Resourcefulness and ability to take initiative in development and completion of projects.
- Willingness and ability to travel to LSHV's offices as needed

**Salary:** Dependent on Experience, with excellent benefits. After a probationary period, this position may permit work from home.

Upon commencing employment at LSHV, candidates will be required to show proof of either being fully vaccinated against COVID-19, or produce, on a weekly basis, a negative COVID-19 test. Fully vaccinated is defined as two weeks after having completed a sequence of FDA approved COVID-19 vaccinations, followed by an FDA approved Covid-19 booster shot. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.

**Please apply through this link and include cover letter, resume, writing sample and three references:**

[IT Director- White Plains, NY Legal Services of the Hudson Valley](#)

Legal Services of the Hudson Valley is a proud equal opportunity employer. People of all races, color, religion, gender, sexual orientation, gender identity, national origin, age, disability and veteran status, are strongly encouraged to apply.