

**LEGAL ASSISTANCE OF WESTERN NEW YORK, INC.
POSITION ANNOUNCEMENT
TECHNOLOGY COORDINATOR - CASE MANAGEMENT SYSTEMS
(MULTIPLE OFFICE LOCATIONS)**

Overview

Legal Assistance of Western New York, Inc.® (LawNY®) seeks a full-time Technology Coordinator to assist in the development and implementation of data systems and strategies within our case management system to support our mission and goals. The ideal candidate for the Technology Coordinator, Case Management Systems position will be a highly detail-oriented person with strong technical skills who is committed to high quality, accurate, and useful data. They will have excellent customer service and communication skills, including the ability to provide engaging training and helpful troubleshooting for staff. They will be proactive in seeking new ways to advance LawNY®'s LegalServer case management system in ways that save staff time, support our clients and strengthen the data and tech culture at LawNY®.

This position is part of LawNY's Technology team and reports to the Director of Technology.

Organization Information

Legal Assistance of Western New York, Inc is a not-for-profit law firm providing civil legal services to low-income clients in a fourteen county area of western New York.

LawNY has been providing high quality legal representation for 53 years. Our 2021 cases were closed in the following practice areas: housing (31%); government benefits (26%); family law (25.5%); health law (9.4%); miscellaneous benefits including wills and advance care directives (4.8%); consumer law (4.7%); employment law (1.8%); individual rights (0.8%); and education (1.3%).

LawNY® is committed to equitable inclusion across race, gender, sexual orientation, gender identity, age, ability, sex, religion, economic circumstances, ethnicity, national origin, and culture. We are increasingly committed to creating a law firm where race equity, diversity and cultural competency are integral components of our work, from client advocacy to internal operations. We are actively seeking applicants whose work incorporates this perspective and whose lived and professional experience contributes to sustaining an environment that enables staff and clients to feel empowered, valued, respected, and safe.

LawNY promotes work-life balance and encourages a 35 hour work week.

Primary Responsibilities

- Develop and implement staff trainings and LegalServer help materials
- Establish a system for maintaining and upkeeping the above materials
- Establish and maintain best practices and standards for data collection and reporting
- Manage communications for LegalServer related support tickets, providing troubleshooting and data support to staff
- Build and run reports to verify data accuracy and completeness

- Coordinate with other staff to identify information needs and develop data collection methods and reports
- Create and manage document templates to automatically populate commonly used case documents with existing data
- Conduct research and implementation of data related software, databases, and other technologies to support the work of LawNY® staff.

Minimum Requirements

- Complete attention to detail and excellent follow-through
- Experience creating and delivering effective trainings
- Ability to handle multiple projects, perform well under pressure, prioritize tasks, and meet deadlines
- Advanced skills and experience working with Microsoft Excel
- Technical understanding of data collection and report creation
- A general knowledge of the inner workings of a non-profit or other grant funded agency
- Minimum 1-3 years experience using LegalServer or similar data management software
- 2-year degree; 4-year preferred
- Ability to work independently as well as to collaborate closely and support a team
- Proactive and creative problem-solving skills
- A passion for superior data collection and analysis

Office Location

This position is program wide and will collaborate with all of the LawNY offices and programs. This position can be based out of any LawNY office (Rochester, Geneva, Bath, Olean, Ithaca, Jamestown and Elmira).

Salary: Salary is dependent on experience and based on a pay scale with annual increments. The salary for a Technology Coordinator with five years of legal services experience is \$43,300 per year.

Benefits: We provide a superlative package of fringe benefits including:

- 94% employer paid health insurance, with significant HSA contributions to offset high deduction plans
- 100% employer paid dental and disability insurance
- \$50,000 automatic life insurance
- **Remote Work Policy:** New staff are able to work from home up to 3 days per week during their 6 month probationary period with manager approval. This increases to 5 days per week once successfully finished with a probationary period with manager approval.

- LawNY is committed to providing a work-life balance to their employees. We encourage and support a **35 hour work week** to ensure our employees have this balance.

Leave Package: We also provide a very generous leave package including, in the first year of employment, four weeks of vacation, 12 sick days and 5 personal days. New parents receive 20 days of paid new parent leave.

LawNY staff may qualify for public interest law school loan forgiveness programs.

HOW TO APPLY: To apply, submit your cover letter, resume, and three references through LawNY's BambooHR platform, [here](#). **In your application, please whether you have a preference for one or more locations.** Applications will be reviewed until all of the positions are filled.

Legal Assistance of Western New York, Inc. (LawNY) is an equal opportunity employer. LawNY® strongly encourages applications from Black, Indigenous and People of Color, women, LGBTQIA+ individuals, people with disabilities and persons from other underrepresented groups whose background may contribute to working in and sustaining an environment that enables staff and clients to feel empowered, valued, respected and safe. LawNY welcomes applications regardless of race, color, religion, sex, gender identity, sexual orientation, pregnancy, national origin, age, disability, genetic information or any other consideration protected by law.

These positions are considered non-exempt under the Fair Labor Standards Act.