



Job Announcement

I.T. Manager
Seattle Office

Our Program

Columbia Legal Services (CLS) represents communities facing poverty and oppression, and we use every legal tool available on their behalf. CLS has a special responsibility to serve people whose access to free legal services is restricted, due to institutionalization or immigration status. Through impact litigation, policy reform, and innovative partnerships, our staff works together to further our mission to achieve social and economic justice for all, and to reveal and end actions that harm the communities we serve. We share a deep commitment to serve and advocate alongside our clients as we seek justice together. **Our vision of justice:** when people have the necessary tools and opportunity to achieve social and economic justice, a more equitable and inclusive society is possible. The ideal candidate for any position at Columbia Legal Services will be able to articulate their role in the achievement of that vision.

Position

Columbia Legal Services seeks an I.T. Manager, to be responsible for the smooth operation, security, and improvement of the technology infrastructure for our statewide legal services organization that operates in five locations. The IT Manager is responsible for maintaining stability, superb customer service, and a frictionless technology experience for our staff. The position is full-time and based in our Seattle office. Applicant must be willing to travel to the other office locations in Washington throughout the year. Responsibilities include:

- Oversee and provide technical support to local and non-local end-users.
- Troubleshoot and provide direct technical support for all hardware, software, server, network, peripherals, printers, AV and videoconferencing equipment, and desktop/application issues.
- Set up all new hardware and software and train new users; conduct regular staff trainings in new and current technologies.
- Selects and supervises contractors as needed for IT projects and upgrades and communicate with external support resources when needed.
- Implement and oversee policies and procedures relating to information technology, data management, disaster recovery, infrastructure planning, budgeting and purchasing.
- Maintain system documentation, inventory and internal knowledge base.
- Manage server performance and storage resources, backups, and Active Directory.
- Select new technologies and regularly evaluate existing ones in the enterprise.
- Ensure data security within the enterprise and wherever collocated to highest achievable level.
- Conducts staff trainings in new and current technologies.

Qualifications

- A minimum of three years of experience is required, with at least one years in a similar position strongly preferred.
- Strong written and oral communications skills.
- Ability to work well independently and within a team, and to meet deadlines.
- Willingness to travel and to work flexible hours.
- Demonstrated patience, initiative, and creativity.
- Ability to simultaneously manage a variety of projects and respond quickly to emergent issues.

- Cultural competence and experience working with low-income client communities.
- Lifting (50 lbs.), moving equipment, and driving are essential functions of this position.
- Experience supporting and advising litigation teams, working for legal or nonprofit organizations, web design, and Spanish language skills a plus.

This position involves several expertise areas. While it is not expected that the candidate selected will have mastery over every area, the ideal candidate will demonstrate previous direct experience or an outstanding aptitude for acquiring new skills and addressing complex challenges. Knowledge or expertise in the following areas is preferred:

- Windows Active Directory networks and Group Policy, DNS/DHCP, and Virtualization (Hyper-V)
- Windows Server and Desktop Operating Systems, and MS Office Suite
- Exchange Online/Office 365 administration (Sharepoint and Skype for business a must)
- Firewall and network security
- Policy-based antivirus
- VOIP phone systems (ShoreTel, Mitel)
- Data backup (Symantec BackupExec, MozyPro)
- Experience with help desk ticking systems (Spiceworks)
- Teleconference and telepresence
- Infrastructure planning, budgeting and purchasing

Compensation Package

CLS offers a competitive and comprehensive compensation package including generous holiday, sick, and vacation leave, excellent paid medical, dental, and vision benefits (we cover 100% of the premium, and 50% of out-of-pocket maximum), paid parental leave, a transportation benefit, and a sabbatical every 7 years. Salary is commensurate with years of experience and includes an annual cost-of-living adjustment. The salary range for this position is expected to be between \$75,000 – 80,000. This is a non-bargaining unit position, and is ineligible for representation by Washington Legal Workers, our in-house labor union.

Applications

Position is open until filled, with a priority placed on applications received before April 8th. If e-mailed, please make I.T. Manager your subject line. Indicate where you heard about the position within in your cover letter.

Please send your letter of interest, resume, and a completed [Equity Statement](#) to:

Columbia Legal Services, Attn: Trisa Kern
 101 Yesler Way, Suite 300
 Seattle, WA 98104
jobs@columbialegal.org

Program Policy

Columbia Legal Services is committed to a policy of pluralism and equal opportunity in an environment free of barriers and discriminatory practices for its client communities, Board and staff. Pluralism refers to the active promotion of mutual respect, acceptance, teamwork and productivity among people who are diverse in work background, experience, education, race, color, national origin, sex, age, religious preference, marital status, sexual orientation, sensory, mental and physical abilities, veteran status, or any other perceived differences. The resulting diversity is both a source of program strength and a matter of fundamental human fairness. If you need a reasonable accommodation for the application process, contact us at 206-464-1122 or jobs@columbialegal.org.