



IMMIGRANT LEGAL ADVOCACY PROJECT

Senior Information Systems and Operations Specialist

POSITION DESCRIPTION

The Information Systems and Operations Specialist works in collaboration with and coordinates ILAP's IT management company, Systems Engineering, to keep ILAP's technology environment in strong, stable, working order. They are responsible for prioritizing and implementing new projects; keeping close communication with decision-makers and staff for effective maintenance and development of the technology environments; and developing relationships, training materials, and learning opportunities to advance IT as a productive tool for ILAP staff.

RESPONSIBILITIES

Information Systems (70%)

- Responsible for the maintenance, configuration, and reliable operation and upgrades of ILAP's computer systems.
- Responsible for administration of ILAP's case management system (Legal Server) including: database management, analysis, and reporting. Coordinate with the legal and development teams to identify grant reporting requirements and provide related database customization and training.
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Manages and oversees the telephone, VOIP, and teleconferencing systems.
- Develops and maintains deep understanding of MS Power Automation, SharePoint and the Microsoft suite of applications and other essential software.
- Administers networked computing systems, Azure, and public clouds.
- Oversees software applications centered around Microsoft's "Modern Workplace".
- Advances improvements in cybersecurity and online safety.
- Manages and supports the integrity and the security of company devices and SaaS applications used by end users.
- Installs and upgrades computer components and software, manages virtual servers, and integrates automation processes.
- Maintains and installs individual and shared workstations.
- Provides printing, copying, and scanning solutions. Assists Operations and Administrative Assistant with maintenance of printing, copying, and scanning solutions.
- Help Desk Administration:
 - Assists Systems Engineering Help Desk when applicable.
 - Lead Help Desk for phone systems.
 - Responds to escalated help desk issues.



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- Interacts with staff to help resolve IT-related issues and provides answers in a timely manner.

Training, Planning, & Support (15%)

- Responsible for leading quarterly information systems status meetings with Leadership Team.
- Drives IT and related operations projects from inception to completion; Collaborates with ILAP staff to identify and implement larger scale IT projects (such as office expansions, software improvements and data migrations).
- Serves as main point of contact on all IT-related matters.
- Provides group and individual tech training on essential platforms.
- Maintains and improves the 'Tech Team' & 'Tech Resources' online SharePoint libraries.
- Initiates and implements improvements in all areas of IT responsibility.

Operations (15%)

- Maintains contracts and relationships with vendors, consultants, etc., and reviews and recommends contracts, services, and suppliers.
- Budgets and makes purchases for hardware, software, and IT services.
- Supports existing office infrastructure, and plans for changes related to moving and expansion.
- Provides as-needed support for programs outside of ILAP's offices, including the Asylum Assistance and Legal Orientation Project and the Rural Maine Project.
- Performs such other tasks and assumes such other responsibilities deemed appropriate by the Human Resources and Operations Director or Executive Director.

QUALIFICATIONS

- Bachelor's degree or equivalent experience.
- Five years of experience with information systems, including database management.
- Substantial experience with all elements of Microsoft Office 365, Azure, and endpoint management together with working understanding of cloud networking, network printing, backup software, security applications (MFA, MAM) and database applications.
- Familiarity with specific applications used by ILAP (LegalServer, RingCentral, Adobe Acrobat Pro, WhatsApp, CiviCRM) desirable.
- Strong interpersonal and problem-solving skills.
- Demonstrated ability to work collaboratively with staff members and teams at all levels of the organization.
- Ability to multi-task effectively, including having strong detail-orientation, planning, and organizing skills; and the ability to work well under pressure.



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- Demonstrated passion for advancing immigrants' rights, and an ability to work well with individuals from different cultures and with varying levels of English proficiency.
- Personal and professional commitment to racial justice and equity.
- Proficiency in ILAP's relevant client languages a plus.
- Maintain strict client and staff confidentiality in accordance with ILAP protocols and ethical standards.
- ILAP conducts job-related background checks to ensure a safe and secure work environment in which staff, clients, resources, and assets are protected, while protecting the integrity and confidentiality of information gathered.

COMPENSATION

The salary ranges from \$58,000 - \$70,000 or more, depending on years of experience and credentials. ILAP also recognizes the value of having staff who speak common client languages and offers a base salary increase for applicants with spoken proficiency in these languages.

ILAP offers a generous benefits package. Current benefits include:

- Fully paid individual health and dental insurance coverage and significant coverage for dependents' health insurance;
- Generous annual paid leave, holidays, sick days, and personal days;
- Paid parental leave and a paid family and medical leave policy;
- Paid sabbatical after each 5 years of employment;
- Employer retirement contributions;
- Health savings plan;
- Dependent savings plan;
- Long term disability and life insurance; and,
- Individual and staff-wide professional development opportunities.

Based in Portland, Maine, with a satellite office in Lewiston, the Immigrant Legal Advocacy Project (ILAP) is Maine's only state-wide immigration legal aid organization. ILAP's mission is to help low-income immigrants improve their legal status and to work for more just and humane laws and policies affecting immigrants. ILAP's work includes direct legal services for over 3,000 clients each year; education and outreach to immigrant communities and service providers; and systemic advocacy on local, state, and federal immigration law issues.

ILAP is committed to having a respectful, collaborative, and equitable work environment, with equal opportunity for all employees. We welcome applications from individuals of all backgrounds and encourage applications from people of color, immigrants, and other underrepresented and historically marginalized groups.

We believe in building an organization that is reflective of the communities that we serve and is diverse in work background, experience, education, race, color, national origin, sex, age, religion, marital status, sexual orientation, gender identity, ancestry, national origin, or sensory,



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mental, and physical abilities. We believe that having a diverse and equitable organization strengthens our programming and services and advances our organizational values.

TO APPLY

Send cover letter and resume by e-mail to hr@ilapmaine.org with the subject line “Senior Information Systems and Operations Specialist.” Review of applications will begin on **March 26**, and will continue until the position is filled.

HIRING PROCESS

The hiring process will begin with an initial remote interview with the Director of Human Resources and Operations and 2-3 staff members. Finalists will be invited to a second-round interview with the initial team and 2-3 additional staff members.

Will then check references before extending a written offer of employment to the selected candidate, which will detail salary, benefits, and other important information.

We are committed to notifying applicants who are not selected in a timely manner throughout the process.