

**POSITION ANNOUNCEMENT**

<b>POSITION:</b> Chief Information Officer, Office of Information Technology	<b>POSTING NO:</b> #1251	<b>DATE POSTED:</b> July 25, 2012
<b>LOCATION:</b> Office of Information Technology Legal Services Corporation 3333 K Street, NW Washington, D.C. 20007-3552	<b>EMPLOYMENT STATUS:</b> Regular Full-Time - Exempt	<b>POSITION REMAINS OPEN UNTIL FILLED</b>
<b>CLASSIFICATION:</b> Band 5/Executive		

**Overview:** Established by Congress in 1974, the Legal Services Corporation (LSC) is the country's single largest funder of civil legal aid for low-income Americans. LSC currently funds 134 independent, non-profit legal aid organizations with more than 900 offices throughout the nation. LSC's mission is to promote equal access to justice and provide grants for high-quality civil legal assistance.

Smart use of technology is critical to LSC's grantmaking and grants oversight work. The Chief Information Officer must have the vision to integrate technology into LSC's implementation of its mission and the strategic and operational planning skills to implement innovations. The Chief oversees management of LSC's day-to-day technology operations and leads the development of systems infrastructure and communications technology to provide the most efficient support for current operations and to address LSC's long-range objectives. The Chief also develops, administers, and manages security of information systems and technology. The Chief manages a staff of eight (8), and works closely with other LSC offices engaged in grantmaking, grants oversight, and data analysis. The position reports directly to the President.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Assumes full responsibility for developing, managing, and implementing all aspects of technology, including applications development and support, technology infrastructure, information security, technology help desk, network management, including wide area, local area, and remote access capabilities, and all other IT related initiatives to support LSC's operations and services, and directs staff for maximum efficiency and effectiveness.
- Serves as a member of LSC's senior management team, working in close coordination with other senior managers to understand the work of LSC and the role that information

systems and technology can play in facilitating its accomplishment.

- Manages LSC's knowledge management systems and coordinates various repositories of information to make them readily available to management and staff.
- Promotes the integration of technology and knowledge management into all aspects of LSC's work to further the achievement of LSC's mission.
- Solicits input from throughout LSC's user community to ensure that LSC's technology decisions reflect a thorough understanding of LSC's work.
- Recommends, maintains and enforces policies, standards, practices and security measures to ensure effective and consistent information processing operations and the security and reliability of corporate data, proprietary information, intellectual property, and information and communications systems.
- Develops training programs and materials for new and existing employees to ensure users understand the systems and can use them in the most productive ways.
- Identifies long-term needs for information systems and plans and implements strategies for developing systems and acquiring hardware to meet application needs.
- Keeps abreast of new developments in information systems technology, educates management on their competitive or financial impact, adapts to organizational modifications, and coordinates planning for installing cost-effective system improvements.
- Identifies appropriate service providers and vendors and maintains constructive relationships to ensure the delivery of effective and efficient services.
- Develops and manages the IT budget, including salaries and benefits for employees in the Office of Information Technology. Evaluates job performance of IT staff both formally and informally, sets annual goals and objectives, and identifies and provides appropriate training and daily support and guidance. Resolves informal complaints and grievances, and provides advice and counsel to staff related to work and administrative matters.
- Promotes inclusiveness and diversity within LSC.
- Analyzes problems, identifies alternative solutions and implements recommendations in support of goals. Consistently evaluates effectiveness of IT and knowledge management systems and defines necessary modifications and changes.

- Establishes departmental goals, operating procedures and performance measures and ensures effective operations to meet all stated objectives.
- Develops systems for continuity of operations during any disaster recovery or other emergency situation.
- Keeps abreast of government regulations applicable to systems operations, advises on compliance requirements and ensures corporate compliance.
- Performs additional duties as assigned.

**CORE COMPETENCIES:**

Outstanding leadership and management skills; vision for integrating technology into achievement of organizational mission; ability to work collaboratively as a part of a senior management team; understanding of the value of data mining for management decisions; excellent project management skills; strong commitment to principles of diversity; high degree of flexibility, capacity for self-management, and attention to detail; understanding of and commitment to organizational mission and goals; ability to influence, motivate, challenge, and inspire confidence among others; ability to develop and lead high performance/high morale teams and to foster teamwork among diverse individuals; demonstrated experience working in and leading cross-functional teams in a mission-driven organization, including prior experience in staff recruitment, mentoring and evaluation; unimpeachable integrity and personal ethics; fairly and equitably applies LSC personnel policies; experience with labor-management relations preferred.

*Technical/Specialized Skills and Experience:*

An advanced degree in management, information technology or related fields and a minimum of ten (10) years of progressive responsibility in administration of information systems and technology; demonstrated success developing and integrating technological functionality into service-oriented enterprises, with strong attention to customer satisfaction. Excellent ability to conceptualize long-term business goals and develop orderly process of planning the information technology needed to accomplish those goals. Experience with Windows Server, Exchange Server, SQL Server, Windows, MS Office is required. Experience with iManage Filesite and Drupal preferred.

**SALARY AND BENEFITS:**

Salary: \$138,841 - \$163,704 (including Locality Pay), dependent upon qualifications and experience. Excellent benefits package.

**APPLICATION PROCEDURE:**

Submit a résumé, cover letter, and salary history to:

**Legal Services Corporation  
Office of Human Resources (#1251)  
3333 K Street, NW, 3rd Floor  
Washington, DC 20007-3522  
Fax: 202.337.6383  
E-mail: [jobs@lsc.gov](mailto:jobs@lsc.gov)**

Note: Electronic applications are preferred. If applying by e-mail, please include the job title and posting number in the subject line. If reasonable accommodation in the application process is required, please notify OHR at 202-295-1571.

**DIVERSITY STATEMENT:**

LSC embraces diversity as a core value. We recognize that our success as a corporation depends upon creating and maintaining a diverse team of talented professionals, and we are committed to a workplace that reflects and supports diverse individual backgrounds and perspectives. Our commitment to diversity, inclusion, and non-discrimination includes race, sex, age, religion, national origin, sexual orientation, gender identity/expression, personal appearance, genetic information, political affiliation, marital status, family responsibilities, disability and status as a veteran, and any other characteristic protected by federal, state, or local laws or regulation. We strive to have a workplace that is comfortable and welcoming for everyone.