

WASHINGTON STATE BAR ASSOCIATION

Information Technology Department
Reports to: Jon Dawson, IT Director
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Network Operations:

- **HELPDESK SUPPORT**
 - Computer support, login problems, phone issues, user accounts and access permissions
- **SOFTWARE - PURCHASING & MANAGEMENT**
 - Responsible for purchasing, licensing and accounting of ALL software used at WSBA
- **EQUIPMENT - ACQUISITION & SUPPORT**
 - Responsible for budgeting and inventory of ALL technical equipment
- **TECHNICAL SERVICES – AVAILABILITY & SECURITY**
 - WSBA Network (On Premise and Cloud)
 - WSBA Websites
 - Internet Services
 - Telephone Services

Application Development:

Full application development cycle:

- **CULTIVATE IDEAS/CONCEPTS**
 - Court rules require new program or changes in existing program
 - Identify a business delivery improvement
 - Add new features to existing applications.
- **PLAN**
 - IT works with department's subject matter experts to understand requirements
 - Concept presented through budget process to identify costs, resources and priority
 - Obtain approval of Executive Team
- **DELIVER**
 - New application, system or process
 - Enhancements to existing applications
 - Collaborative development/delivery process with department

Support of the Following Applications:

- Personify, which includes: MyWSBA, Lawyer Directory, CLE Store
- Mandatory Continued Learning Education
- Licensing
- On-Line Admissions
- Case Management System (Litify)
- Advisory Opinions
- Microsoft365 Applications and Tools

Technology Training:

Scheduling and Facilitation of Staff Training Using a variety of Methods:

- Schedule Application or Technology Training Sessions
- Drop-In Sessions on Specific Topics
- Recorded Training Sessions
- 1 on 1 Mentoring or Training
- Office Hours (Open time to meet with the trainer on any topic)