

JOB DESCRIPTION

**MITCHELL, WILLIAMS, SELIG,
GATES & WOODYARD, P.L.L.C.**

JOB CODE: 6700-LITTLE ROCK INCUMBENT:

**JOB TITLE: IT DIRECTOR SUPERVISOR: CHIEF OPERATING
OFFICER**

DEPARTMENT: ADMINISTRATION

GENERAL PURPOSE:

The IT Director reports to the Chief Operating Officer and is responsible for setting objectives and strategy for the IT department.

The IT Director is responsible for the confidentiality, integrity, security and availability of all firm data and technology including network and server infrastructure, telephony and network communications, end-user hardware and software, and end-user and client support. This individual supervises a staff of 5 in a firm with 4 office locations, a disaster recovery site, and a computer network with 200 users.

The IT Director is responsible for the analysis of, recommendation of and implementation of any technology to support the firm's security and business operations including, but not limited to, the firm's local and wide area networks, telephone system, applications, databases and litigation support systems.

The IT Director is responsible for the analysis of, recommendation of and implementation of any cloud technologies to augment the firm's local and wide area networks.

The IT Director is responsible for engineering support of the firm's infrastructure including physical and virtualized servers, storage systems, backup, disaster recovery, WAN communications, telephone system, and other technology required to provide 24/7/365 support to users and clients.

The IT Director is responsible for ensuring compliance with industry standards, best practices, laws and regulations that protect firm and client data.

The IT Director oversees the hiring, training, cross-training, mentoring and evaluation of the IT staff in order to support the firm's information technology.

The IT Director and staff are responsible for the monitoring, maintenance, repair and operation of all IT infrastructure and systems.

The IT Director maintains positive contact with clients, attorneys and staff and observes confidentiality in all firm and client matters.

The IT Director has hands-on engineering expertise and participates in the installation, troubleshooting and support of all firm systems.

The IT Director oversees end user training and support for firm technology including, but not limited to, the firm's local and wide area networks, telephone system, applications, databases and litigation support systems.

FUNCTIONS AND RESPONSIBILITIES:

- Assumes responsibility for the secure operation and maintenance of all information technology used in the law office.
- Responsible for understanding the business operations of the practice departments and provides technology and engineering input into the enhancement of client services (recommends new technology; researches new trends).
- Plans, participates in and oversees the activities of the IT staff and computer systems, including engineering and administration of the network hardware infrastructure and operating systems and any other computer operating systems within the law office (accounting, human resources, etc.).
- Directs computer support and training efforts to ensure the use of technology to meet firm obligations, assists with implementation and training; evaluates results.
- Oversees the firm's security awareness program. Selects topics for security training based on best practices, laws, regulation, and current cybersecurity threats. Reports compliance to Chief Operating Officer.
- Prepares and maintains detailed documentation of all firm systems sufficient for internal or outside engineers to step in to provide support, upgrade services, etc. as needed and for reference by the IT Director and IT staff when performing maintenance, troubleshooting, upgrades and general support. Establishes and maintains secure environment with up to date system password and access policies with all documentation of passwords and security roles for safekeeping and backup.
- Interviews and selects outside vendors, dealers, and manufacturers and maintains relationships with firm vendors to ensure prompt and efficient services when needed.
- Manages department staff, holds regular meetings; conducts annual performance reviews; consults with Chief Operating Officer regarding performance issues and takes appropriate action; delegates appropriately.
- Manages the hiring process for IT staff, reviews resumes; interviews candidates; makes hiring recommendations.
- Determines department staffing needs, monitors staff workload; recommends temporary assistance as necessary and participates in salary budget process.

- Ensures effective client service through delivery of a quality work product, actively solicits staff/attorney feedback regarding projects, services, etc.; responds to feedback and makes recommendations as appropriate.
- Obtains, maintains and applies knowledge of relevant areas, attends seminars; reads periodicals; participates in outside organizations, e.g. ILTA.
- Develops, applies and communicates IT policies to all firm employees as applicable.
- Prepares annual department plans and budgets, monitors projects and budgets and ensures goals are achieved as agreed, is prepared at all times to review projects and budgets with the Chief Operating Officer.
- Develops and maintains positive working relationships, treats clients, co-workers and visitors with respect, is courteous and helpful in all contacts, maintains professionalism under pressure.
- Communicates effectively, is able to clearly express ideas and opinions, uses appropriate, and effective communication methods, deals with firm employees and clients openly and honestly, is receptive and attentive to communication and feedback from firm employees and clients.
- Demonstrates teamwork, is receptive to and acts upon input from others, is willing and able to compromise as needed, displays willingness to work with all firm employees, willingly assists others.
- Demonstrates initiative, contributes new ideas and is self-motivated.
- Demonstrates organizational skills and effective use of time, ability to plan, set priorities and manage time to ensure work is timely and efficiently completed per department plan and budget parameters.
- Demonstrates flexibility, willing to adjust to changes, able to work with all levels of Firm employees.
- Exhibits dependability, maintains presence in office locations as appropriate.
- Adheres to strict confidentiality standards, keeps confidential all information concerning firm matters and clients.
- Orders products and processes related invoices, calls vendors as needed; prepares purchase orders and obtains approval; verifies receipt of products; checks invoices against purchase orders; processes product returns; researches inconsistencies with appropriate IT or firm staff; approves and sends approved invoices to Accounting; enters appropriate data into inventory databases; maintains related files.
- Maintains IT asset inventory including hardware, software, and documentation libraries; monitors software usage for software license compliance; maintains

product serial numbers and access codes; adds new software and manuals to appropriate databases; organizes physical library of software and documentation.

- Maintains department files and tickler system for annual maintenance agreements.
- Performs other duties, responsibilities and special projects as requested.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Technical knowledge of computer science, local and wide-area networking, data processing, programming and electronics as normally acquired through a Bachelor's degree in a computer or technology related field or equivalent experience.
- Five to seven plus years of progressively responsible work experience as hardware or software engineer and project Director in a position involving supervision of subordinates, project coordination, management interface, and working with outside vendors.
- Technical engineering skills and ability to supervise the operation, and support of a small to medium-sized network (200+/- users), including knowledge of infrastructure hardware, LAN & WAN communications, operating systems, DBMSs, and firm applications.
- Ability to organize and prioritize numerous tasks and complete them under time constraints and within budget.
- Interpersonal skills necessary to communicate in person and by phone with a diverse group of attorneys, staff and vendors to provide information with courtesy and tact.
- Strong written and verbal communication skills.
- Interpersonal skills necessary to supervise staff and train and facilitate individual and group meetings with courtesy and tact.
- Ability to recognize and solve business problems, including hardware failures, policy adherence problems, data collection errors, and to analyze work-flow and system requirements in order to help formulate procedures and policies.
- Work requires a high level of mental effort when performing a high volume of problem solving tasks and performing other essential duties.
- Work requires more than 40 hours per week to perform the essential duties of the position; may require irregular hours.