



## **Director of Technology**

### **Change Lives and Transform Communities – Join Our Technology Team!**

Neighborhood Legal Services of Los Angeles County (NLSLA) provides free assistance to over 160,000 individuals and families each year through innovative projects that expand access to justice. We see the law as a powerful tool for social change and we're looking for passionate individuals to help us fight for justice.

We value diverse perspectives and experiences, and we believe that a strong community is built through inclusivity. NLSLA is proud to foster an environment that welcomes individuals from all backgrounds and abilities, and we encourage all qualified candidates to apply.

### **About the Role**

The Director of Technology is a senior leadership role responsible for developing and executing a forward-looking technology roadmap that aligns with NLSLA's mission to provide high-quality legal services to low-income communities and supports operational excellence across all departments. As a key member of the Senior Leadership Team, the Director serves as a strategic advisor to executive leadership and collaborates closely with legal, administrative, and fiscal leaders to identify organizational needs and co-create effective, technology-driven solutions. This role oversees the entire technology ecosystem—including infrastructure, cybersecurity, cloud services, and legal practice technologies—while supervising and mentoring the technology team to ensure responsive, high-quality support. The Director also functions as the organization's principal security officer, ensuring compliance with legal, ethical, and funder requirements, and leading IT audits.

In this role, you would report to the Chief Operating Officer. This position is exempt and permanent.

### **What You'll Do**

- Lead the development and execution of a comprehensive, forward-looking technology roadmap that aligns with NLSLA's strategic plan, enhances legal service delivery, and drives operational excellence across all departments.

- Serve as a key member of the Senior Leadership Team, acting as a strategic advisor to executive leadership and collaborating closely with programmatic, administrative, and fiscal leaders to identify needs and co-create technology-driven solutions.
- Supervise, mentor, and develop the technology team, including the Senior IT Technician, IT Technician, and any other team members, fostering a culture of proactive partnership, high-quality service, and continuous improvement.
- Oversee the entire NLSLA technology ecosystem, including infrastructure, cloud network, cybersecurity, business applications (including legal technology), and the responsible evaluation and implementation of emerging technologies, including AI.
- Function as the organization's principal security officer, overseeing the comprehensive cybersecurity program and managing responses to security incidents.
- Ensure IT compliance with funder requirements and legal standards, and lead the organization through IT audits.
- Develop and implement a robust technology governance framework, including clear policies, procedures, and standards for data management, security, and technology usage to ensure long-term sustainability and success.
- Direct the management of the technology budget, vendor relationships, and procurement, ensuring NLSLA makes fiscally responsible and mission-aligned technology investments.
- Champion a culture of technology adoption and digital literacy through strategic training initiatives and clear communication, including during onboarding, to ensure all staff have the tools and skills needed to excel in their roles.
- Stay current on new trends and advances in technology.
- This position is designated as hybrid. This position is required to work on-site a minimum of two (2) to four (4) days per week, with the remaining time eligible for remote work as business needs allow. Specific in-office days may be set by the department or manager to support team collaboration and organizational priorities.
- Travel to NLSLA program offices, courthouses, and other locations throughout Los Angeles County may be required.

### **What You'll Need**

- At least seven (7) years of relevant technology experience.
- At least five (5) years of supervision experience.
- Degree in Information Technology, Computer Science, Business Administration, or related field, or ten (10) years of relevant experience.

- Prior experience working with remote or hybrid work environments.
- Deep experience with technology governance, risk management, and compliance frameworks, and a proven ability to develop and implement effective technology policies.
- Exceptional leadership and team management skills, with a commitment to mentoring and developing technical staff.
- Demonstrated experience translating organizational strategy into a tangible technology roadmap and managing its execution, preferably within a nonprofit, legal aid, or similar mission-driven environment.
- Proven ability to serve as a strategic partner to non-technical leadership team, with exceptional skills in communication, collaboration, and change management.
- Demonstrated leadership, including experience managing staff, departmental budgets, and complex, organization-wide projects.
- Substantial experience in data governance and leveraging core business applications or case management systems to provide programmatic insights and improve operational efficiency.
- Experience serving as a bridge between technology and data analysis, helping make data accessible for strategic review and decision-making.
- Familiarity with assessing the strategic value and ethical implications of emerging technologies within a service-oriented context.
- Strong interpersonal skills, flexibility, and the ability to work effectively and lead with empathy in a high-pressure environment in a mission-driven organization.
- Passion for NLSLA mission and demonstrated commitment to advocating for the legal rights of low-income individuals.
- Passion, empathy, and compassion for supporting people from different lived experiences.

### **Bonus Points**

- Prior experience working at a legal aid or non-profit.
- Possession of advanced degree in relevant field, J.D., or IT Certifications (e.g. Microsoft Certified Professional).
- Prior senior leadership experience, such as serving in a director or comparable strategic role, demonstrating a strong track record of organizational leadership, strategic decision-making, and managing teams or departments toward measurable outcomes.
- Familiarity with AI concepts, tools, or applications – especially as they relate to legal technology, organizational efficiency, data analysis, and/or automation.
- Practical experience integrating or managing AI-driven solutions.

- Advanced understanding of modern, cloud-based IT architecture, including extensive knowledge of Microsoft 365, Azure, endpoint management, and Zero Trust security principles.

### **Why You'll Love Working with Us**

At NLSLA, we believe in supporting our staff as they grow in their careers and live balanced lives. We offer:

- **Competitive Salary:** \$130,000–\$148,000, based on experience.
- **Generous Time Off:** 15 paid holidays, 2 to 5 weeks of vacation depending on seniority, and 12 days of sick leave. Exempt employees are eligible for compensatory time in accordance with company policy.
- **Comprehensive Benefits:**
  - Medical, dental, and vision insurance with a variety of plan options.
  - Basic Life and AD&D Insurance, Long-Term Disability Insurance.
  - 403(b) retirement plan with employer contributions and options for voluntary contributions.
  - Monthly bilingual supplement for qualified employees.
- **A Culture of Inclusion:** We are committed to fostering a respectful, inclusive work environment where everyone can thrive.
- **Perks:** Technology reimbursement to help you stay connected and equipped to do your best work.

### **Apply Today**

Are you ready to make a lasting impact on the lives of vulnerable families in Los Angeles?

Apply now to join our team and be part of a mission-driven organization dedicated to justice and equity. [Click here to apply](#). Please provide a cover letter, resume, and writing sample on the application.

We are excited to hear from you!

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### **Equal Employment Opportunity Policy**

NLSLA is committed to provide a work environment that respects the dignity and worth of each individual and is free from all forms of employment discrimination based on each and every characteristic protected under the law and beyond.

Decisions related to hiring, compensating, training, evaluating performance, promoting, or terminating are made fairly, and are based on job-related qualities and abilities. We provide equal employment opportunities to all qualified candidates and employees. We examine our unconscious biases and take responsibility for always striving to create an inclusive environment that makes every employee and candidate feel welcome.

We further expect every member of the NLSLA community to do their part to cultivate and maintain an environment where everyone has the opportunity to feel included and is afforded the respect and dignity they deserve.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. Please note that, in limited circumstances, certain convictions may be considered incompatible with the responsibilities of specific roles, particularly where the safety and well-being of vulnerable client populations are a concern.

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## NLSLA's Commitments

We are committed to fostering a culture of inclusion and belonging within our organization and the communities we serve. We achieve this through:

- **Continuous Learning:** Cultivating cultural competency and humility among staff through ongoing training, open dialogue, and self-reflection.
- **Equitable Practices:** Regularly reviewing and revising policies, procedures, and decision-making processes to ensure fairness and access for all.
- **Strategic Resource Allocation:** Directing resources towards initiatives that empower communities.
- **Meaningful Community Engagement:** Partnering with the communities we serve to co-create solutions and foster trust.
- **A Respectful Workplace:** Providing a work environment free from discrimination and where every individual is valued, heard, and respected for their unique contributions.