

LegalServer™ Implementation Specialist Position

About LegalServer

At LegalServer, we build software to make it easier for lawyers to serve people who cannot afford attorneys, because everyone deserves equal protection under the law, regardless of income. Our typical team member has significant experience pursuing this mission as part of a legal services program or public defender agency before they join our team.

About the job

LegalServer is seeking an enthusiastic and motivated team member with exceptional communication and task management skills to contribute to our highly responsive implementation team. The successful candidate will help new client organizations understand and configure LegalServer software, and help existing clients better leverage our technology.

Additional responsibilities of this position include assisting our client organizations with technical questions via email, telephone, and webinars, and helping with other tasks as needed. While no technical certification is necessary, applicants should be skilled in navigating sophisticated software environments and excited to learn new applications. Experience in basic programming or mastery of a sophisticated software tool is preferred. Hobby projects count!

Ideal applicants will be able to demonstrate that they have worked collaboratively in deadline-oriented situations with large or geographically distributed teams. Applicants should have excellent writing and communication skills and enthusiasm for technology.

Successful applicants have ranged from recent college graduates with just a few years of work experience to lawyers with decades of advocacy and leadership experience. Accordingly, our starting salary range varies with experience, starting at around \$45k/per year.

Primary Responsibilities

The Implementation Specialist will have the following responsibilities:

- Respond to customer support requests and feedback, while ensuring that feedback flows to the cross-functional team to fuel improvement and innovation
- Provide technical support to client organizations configuring LegalServer™
- Educate and inform clients new to LegalServer via regular remote meetings about the product via documentation, live webinars, and other tools
- Advocate for users and engage in an array of activities that drive user experience improvements
- Review our response and configuration processes to improve quality, efficiency, and internal and external communication
- Assist with quality assurance, feature documentation, and other tasks as needed

Qualifications

- Bachelor's degree or equivalent
- Experience providing customer or technical support, ideally over email and/or screen sharing
- Demonstrated technology interest and skills
- Demonstrated ability to learn to effectively use sophisticated software platforms
- Exceptional communication skills and a strong work ethic
- Ability to prioritize effectively and get things done in a dynamic, multitasking environment
- Ability and availability to respond to urgent client issues and complete projects at varying hours, and occasionally on weekends
- Legally authorized to work in, and living in, the United States

Nice to have Qualifications

- An interest in social justice and/or the legal needs of disadvantaged populations
- Experience using LegalServer or working for a public defender or legal aid agency
- 3 years of experience providing technical software support or coordinating team projects
- Basic programming experience or experience with RESTful APIs
- Customer relations or marketing experience

LegalServer values diversity and a demonstrated desire to help others.

Express Interest

To express interest, send a cover letter and resume to careers@legalserver.org

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