



Mental Health Legal Advisors Committee

JOB ANNOUNCEMENT: Technology Support Specialist

The Mental Health Legal Advisors Committee (MHLAC) seeks a **Technology Support Specialist (TSS)** to help discharge its mission of providing legal representation to persons who have or are perceived to have mental health concerns.

This is a newly created position at MHLAC. Our legal office continues to adopt new technology as well as increased security measures at what feels like a lightning-fast pace over recent months/year. In addition to day-to-day support and equipment management, the TSS will also be an integral member of the Operations and Admin Team with the following projects on the horizon: relocating our office to a new location in 2022, rolling-out new security features, and streamlining document management of both hard copy and electronic files. The duties and role of the technology support specialist will develop over time as we determine how to best utilize technological advances to support our staff while they serve our client population. It's anticipated that the person taking the role will be very hands on, available to work at MHLAC's main office (Boston then Quincy beginning Feb 2022) while also traveling as needed to remote sites (coworker's home offices as well as MHLAC's future satellite office in Western Mass). There will also be flexibility to work from home on an as needed basis.

MHLAC is an affiliated state agency of the Supreme Judicial Court, created by the legislature in 1973. MHLAC offers free legal assistance to indigent people with mental health challenges throughout the Commonwealth. MHLAC's experienced and talented staff focuses on identifying and addressing issues faced by significant numbers of clients in common. Approaches to solving client problems depend on the issue itself and the best strategy for accomplishing results. Tactics include class-based and targeted individual litigation, as well as legislative, administrative, and public advocacy.

MHLAC also serves as a statewide resource on mental health law and policy. It generates legal and policy materials, testifies on proposed laws and regulations, and has a long history of providing educational and training programs for public counsel, legal services attorneys, social workers, judges, and the general public. See <http://mhlac.org/what-we-do/> for a description of MHLAC's approach and work.

MHLAC is committed to addressing racial equity concerns. In making strategic work choice decisions, priority is given to issues affecting persons with multiple characteristics that expose them to bias (e.g. persons of color who have or are perceived to have mental health concerns). This is consistent with workplace values. MHLAC is committed to creating an inclusive environment that promotes and values racial equity and diversity. We strongly encourage and welcome people of color, people with disabilities, those with personal experience related to

mental health concerns, members of the LGBTQ+ community and people with diverse life experiences and backgrounds to apply.

Title: Technology Support Specialist

Full/Part Time: Full Time

Position Type: Non-Civil Service / Staff

Confidential: Yes

Salary Range: \$53,522 – 75,775, commensurate with experience and qualifications.

Benefits: Strong package includes access to Massachusetts' excellent retirement plan for State employees.

Main Office Location: 100 Hancock Street, Suite 1002, Quincy, MA 02171 (MHLAC is currently operating fully virtual until Feb. 2022, when MHLAC's Main office is relocating to Quincy, MA)

Work location: Quincy

Website: www.mhlac.org

Deadline: Continuing to accept applications. Applications received after January 21, 2022, may not be considered.

Qualifications

- Minimum High School diploma, GED and some college or technical training
- Ability to tailor support to meet the different needs of end-users
- Ability to problem-solve and to learn quickly
- Ability to set-up, troubleshoot and repair computer workstations
- Ability to work with a minimum amount of supervision
- Experience as system administrator for Windows 10, Office365, and Salesforce (experience with Salesforce's Non-Profit package a plus)
- Excellent written and verbal communication skills
- Experience with VOIP is a plus
- Familiarity with DNS, DHCP, and other networking services and protocols is a plus
- Ability to work efficiently and multi-task
- Ability to work effectively and collaboratively with co-workers under sometimes stressful circumstances

- Willingness to travel between Boston and surrounding areas, and Western Massachusetts required

Duties

- Onboard and offboard all staff and interns from all building and office-wide applications
- Provide first level end-user support for standard law office-based applications and workstations (laptops, desktops, software applications, On-Premise Based PBX/VOIP phones)
- Establish and facilitate a support desk process for assisting with staff technology needs; Support and training to be provided by phone, others with written instructions as well as in person
- Operate and monitor all technology equipment and conduct regular reviews and checks of all systems and applications
- Coordinate the management of all devices utilized by staff (e.g. installing software, monitoring hardware), including maintaining inventory, configuring and troubleshooting of physical devices
- Design and conduct regular software training sessions for employees
- Assist in managing backups, e-mail servers and other network resources
- Provide on-site coordination and assistance for MHLAC events, including AV
- Handle other duties as assigned by the Operations and Admin Team and Management

Due to the pandemic, initial and perhaps subsequent interviews will be conducted remotely. It is anticipated that office staff will largely work from remote locations until we relocate to our Quincy location. References will be requested of finalists. A criminal background check will be completed for the selected candidate.

How to Apply

Please submit resume and cover letter via email to hire@mhla.org, with the Subject line – “Technology Support Specialist position”

Email submissions are strongly encouraged. We will accept submissions mailed or faxed to our office. Please contact us at (617)338-2345 or send an email to hire@mhla.org if further accommodations are necessary.

Mental Health Legal Advisors Committee
100 Hancock Street, Suite 1002
Quincy, MA 02171
ATTN: Hiring

617-338-2347 FAX

The Mental Health Legal Advisors Committee is an Equal Opportunity Employer. As the representative of the Commonwealth and its residents, the Mental Health Legal Advisors Committee strives to ensure that those working in our office reflect the diversity of

the communities we serve. The Committee encourages applicants from a broad spectrum of backgrounds to apply for positions. We will gladly assist applicants who need reasonable accommodation.