

WASHINGTON STATE BAR ASSOCIATION

Information Technology Department
Reports to: Jon Dawson, IT Director
Email: jond@wsba.org Phone: 206.733.5938

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
- On-Line Admissions
- Grievance System (GILDA/Litify)
- Advisory Opinions
- Licensing
- Microsoft365 Applications and Tools