

WASHINGTON STATE BAR ASSOCIATION

Information Technology Department
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Director of Information Technology

The Director of Information Technology serves as the Chief Information Officer for the Washington State Bar Association (WSBA). This role provides executive leadership, strategic oversight, and technology vision for the organization. The Director guides digital transformation, enterprise architecture, cybersecurity governance, and long-term technology planning to support WSBA's mission and operational effectiveness.

Helpdesk Support

Front-line technology support ensuring reliable, timely assistance to all WSBA staff.

- Computer troubleshooting and workstation support.
- Login, MFA, account access, and permissions assistance.
- Phone, conferencing, and unified communications support.
- Incident intake, escalation, and service request tracking.
- Onboarding and offboarding technology setup.

Network Operations

Network Operations maintains secure, reliable, and scalable infrastructure supporting WSBA's hybrid environment, including cloud services, network connectivity, cybersecurity, and enterprise systems.

- Software Asset Management - licensing, procurement, and lifecycle tracking.
- Equipment & Endpoint Services - workstation lifecycle, deployment, and inventory.
- Technical Services - availability, security, and performance of on-premise and cloud systems.
- Network & Connectivity - wireless, internet, and internal network services.
- Unified Communications - VoIP telephony, conferencing systems, and communication platforms.

Application Development

The Application Development team delivers user-centered solutions and enhancements across WSBA systems through an agile, collaborative, and iterative process.

- Full solution lifecycle - concept, design, build, release, and continuous improvement.
- Collaboration with business units to define requirements and deliver enhancements.
- Support for Personify / iMIS, MyWSBA, Lawyer Directory, CLE Store, Licensing, MCLE, Admissions, and Case Management Systems.
- Application integration, automation, and modernization initiatives.

Technology Training

Technology Training supports WSBA staff through ongoing digital learning, equipping users with the knowledge needed to effectively use enterprise technology.

- Application and technology training sessions.
- Drop-in coaching and guided learning opportunities.
- Library of recorded training materials.
- One-on-one training and mentoring.
- Open office hours for personalized support.