**Pro Bono Net**
**April 2011**

# LawHelp Program Associate

Pro Bono Net, a national nonprofit organization using innovative technology to increase
legal assistance for the poor, seeks a highly qualified candidate to join our program staff team as
LawHelp Program Associate. This position will provide technical and project support to nonprofit legal
aid organizations in states building legal resource web sites to serve clients, lawyers, and pro bono
volunteers. The position will be based in Pro Bono Net's San Francisco office, located in the Thoreau
Center in the Presidio.

## Organizational Background

Pro Bono Net is a nonprofit organization with offices in both New York City and San Francisco that
works in close partnership with nonprofit legal organizations across the country to increase access to
justice for poor and moderate-income people. It seeks to do so through (i) supporting the innovative and
effective use of technology by the nonprofit legal sector, (ii) increasing participation by volunteers, and
(iii) facilitating collaborations among nonprofit legal organizations and advocates working on similar
issues or in the same region.

Thirty regions currently use PBN's web-based tools to deliver self-help legal resources for the public
and provide online support for legal advocates working on behalf of low income and other vulnerable
communities. These statewide website projects engage legal aid and pro bono programs, courts, bar
associations, law schools, libraries and social service organizations across the state to collaborate and
coordinate on their development and use. To view existing sites, visit www.lawhelp.org and
www.probono.net. Ten of these sites use LiveHelp, an interactive chat-based program developed by
PBN to help users find available resources and services.

## Key Responsibilities

*Partner Support*
- Work as part of a team to support the planning, deployment and maintenance of partner websites.
- Provide regular customer support to partner organizations on technology-related issues.
- Update online partner support site and help keep program materials up to date.
- Coordinate e-communication vehicles, including monthly training e-calendars, a quarterly e-newsletter, and content and software support updates.
- Keep abreast of program opportunities and developments in legal services technology.
- Represent organization at industry conferences as needed.

*Training and Resource Development*
- Work as part of a team to provide technical training to new and existing web-based projects.
- Develop, conduct and provide logistical support for virtual trainings and webinars for nonprofit partner organizations around the country on site tools and related topics.
- Create and update support documentation, including technical guides, online documentation and screencasts.
- Coordinate and support special development projects as needed.

*General Responsibilities*
- Interface with internal technology development team to help troubleshoot technical issues and provide programmatic guidance on functional specifications as needed.
- Provide technical assistance and support to other program staff.
- Compile and analyze website program and LiveHelp usage statistics for reporting.
- Assist with LiveHelp program development and partner support as needed.
- Support other program development activities as needed.

## Candidate Qualifications
- Strong self-motivation and initiative required;
- Breadth of knowledge of and interest in web-based tools and standards such as HTML, content management systems, RSS and social media as well as an interest in emerging web technology;
- Experience producing and manipulating multimedia content for the Web preferred;
- Excellent communication and writing skills, particularly the ability to make technology understandable to people without technical skills;
- Demonstrated ability to work well with people and coordinate team projects;
- Demonstrated multi-tasking and prioritization skills;
- Demonstrated interest in the nonprofit sector and/or public interest law;
- Sense of humor required;
- Flexibility to adapt to changing needs;
- College degree recommended.

## Application Instructions
Email resume, cover letter and references to jobs@probono.net with LawHelp Program Associate in the subject heading. No calls please. Application Deadline: May 6, 2011. Interview on rolling basis.

Pro Bono Net is an equal opportunity employer. Women, people of color, and people with disabilities are encouraged to apply.