

Jackie Willis

Director of Technology



Connect with Jackie

(312) 228-4521

jwillis@gouldratner.com

Bio

As the Director of Technology of Gould & Ratner, Jackie Willis is responsible for maintaining technology operations to include systems administration, network management, telecommunications management, system and data security.

Jackie consults with and advises the firm's management on IT solutions, including enhancing or replacing IT systems, to meet the firm's productivity and efficiency needs. She oversees all technology operations and evaluates them according to established goals, devises and establishes IT policies and systems to support the implementation of strategies set by upper management. She manages the procurement, installation, and configuration of hardware, software, and networking equipment, ensuring compatibility, security, and optimal performance. Jackie ensures that all user support calls and service requests are handled in a timely manner and produces resolution summaries and other documentation regarding all help requests.

Affiliations

- International Legal Technology Association (ILTA)