goulston&storrs

Gary Zaino*

Director of IT Operations

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As the Goulston & Storrs Director of IT Operations, Gary oversees all user-facing facets of the firm's technology resources, including user support for computers, printers, mobile devices and audio-visual technologies. He is also responsible for a second-level support team, including an outsourced helpdesk and records management support.

In the execution of his responsibilities, Gary convenes regular focus group meetings with all departments to assess IT project priorities and to guide problem-solving efforts. He also optimizes new technology rollouts and minimizes service interruptions by focusing on communication, process improvement and security.

Gary has roughly two decades of IT experience, having served another Am Law 100 firm in Boston for 15 years as a manager and director prior to his arrival at Goulston & Storrs. He also garnered two years of valuable experience working for IBM's Global Services division at the start of his career.

Mr. Zaino is not a practicing attorney.

Affiliations

- International Legal Technology Association, member

Education

- Framingham State University (B.A., 1998)