

AI & Legal Innovation – Application Analyst I

PeopleSoft Job Code / Title: 8012 / AI Innovation Appl Analyst I
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Manager of AI & Innovation - Applications
FLSA Status: Non-Exempt
UCM Level: 2 – Analyst
Last Updated: March 5, 2025

General Summary:

The AI & Legal Innovation – Applications Analyst I plays a crucial role within the AI & Innovation team, tasked with administering and managing applications introduced to the firm by the team. This position involves overseeing various aspects of application support and administration, from managing application environments to updating resources essential to the AI & Innovation team, ensuring seamless operational processes. As a subject matter expert, the Applications Analyst I works closely with the Manager of AI & Innovations – Applications to promote a culture of collaboration and continuous improvement.

Essential Duties and Responsibilities:

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Collaborate with team members to maintain the AI & Innovation application portfolio tracker, ensuring key metadata is current.
2. Provide comprehensive support for AI & Innovation applications, including consulting, troubleshooting, training, and managing support tickets on the firm's platform.
3. Monitor application usage metadata to aid in administration, such as identifying power users and reallocating unused licenses.
4. Manage access requests for applications, including adding new members to SSO AD access groups and retiring inactive users.
5. Capture and track client-matter number metadata from platforms storing client data through a manual process.
6. Participate in vendor meetings to discuss bugs and feature requests, updating the tracking list support the Manager of AI & Innovation – Applications with ensuring follow-through is successfully completed.
7. Liaise with Enterprise Applications team on the setup of locally delivered applications, where needed.
8. Support the software onboarding process by updating trackers, creating application information pages on the AI & I Intranet, and assisting with rollout planning and support.
9. Assist AI & Innovation team members on projects, such as trial organization, application research, setting up trackers, etc.
10. Promote effective work practices, work as a team member, and show respect for co-workers.

Position Specifications

Education

- Bachelor's degree or equivalent in Computer Science or related fields preferred
- Relevant experience may be considered in lieu of a degree

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Work Experience

- Minimum of two (2) years' experience in a similar role, with a proven ability to manage multiple tasks effectively.
- Experience with software as detailed above.

Knowledge, Skills & Abilities

- Must be proficient with a variety of productivity-based software such as Microsoft Outlook, Word, Excel, PowerPoint, Adobe Acrobat, Asana, etc.
- Experience with legal technology such as Office & Dragons, Legatics, StructureFlow, Atticus a plus.
- Knowledge of the legal tech industry and familiarity with tasks regarding the onboarding of new software.
- Strong interpersonal skills; ability to effectively interact with people at all organizational levels.
- Ability to complete objectives with limited direct supervision.
- Ability to work in a team environment with a customer service focus.
- Strong communication skills, both written and verbal.
- Organizational skills necessary to manage and prioritize assigned tasks effectively.
- Strong analytical skills, attention to detail, and quality assurance processes.
- A commitment to continuous learning and improvement.
- Ability to handle confidential and sensitive information with the appropriate discretion.
- Ability to execute tasks independently following instructions and exercise sound judgement and discretion when making decisions.

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

Working Conditions

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.