

Enterprise Applications Engineer – AI

PeopleSoft Job Code / Title:	6175 / Enterprise Applications Engineer - AI
Facebook Title:	Enterprise Applications Engineer
Department / Subdepartment:	GSO Tech & Info Services
Organizational Relationship:	Reports to the Director of Artificial Intelligence and Innovation
FLSA Status:	Exempt
Last Updated:	February 10, 2025

Role Overview

The Enterprise Applications Engineer - AI is responsible for the research, implementation and maintenance of Artificial Intelligence (AI) modules into supported off the shelf applications. Examples of this would be, but are not limited to Microsoft Copilot for the Office suite of applications. The ideal candidate will research and test available AI functionality and develop potential implementation and training plans for deployment within the firm. This person will work closely with stakeholders from various business units. These large scale projects require the ability to lead others while providing expert guidance to deliver creative and practical solutions that improve the operations of a global workforce. An ability to work independently as well as within a collaborative, fast paced environment to implement solutions that solves problems is essential. Additionally, he or she will find new and innovative solutions for existing challenges and current platforms.

Essential Duties and Key Responsibilities

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

- Leads project teams to research, evaluate, design, implement available AI tools and integrate them into our current enterprise applications. Project teams may include members within Enterprise Applications, other groups within the Technology department (Global and/or Practice Office), other administrative groups within the firm, and 3rd party vendors or consultants
- Research and implement AI tools that may improve integrations and efficiencies for all facets of attorney’s work such as document generation, research, client billing, business development, and analysis and fact finding
- Acts as “Subject Matter Expert” regarding these AI solutions to provide expert analysis of needs required for successful implementations
- Liaises with stakeholders and leaders of other business units to research how AI may be applied to their groups
- Utilizes his/her technical creativity to identify and implement additional enhancements related to integrated AI modules and how they may be used
- Installs, maintains, and upgrades AI modules, as appropriate, for all users within the firm
- Monitor and tune supported platforms to ensure optimal performance and system availability
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- Produces training materials and delivers training to regional trainers, the Global Technology Support Center, and to end-users regarding specialized applications
- Troubleshoots software problems for firm users as they relate to firm-wide, departmentally driven technology projects
- Provides additional end-user technical support as needed
- Keeps abreast of new technologies; reviews appropriate periodicals and journals; works with Practice Support staff to assess training and development needs
- Researches and evaluates applications on the market applicable to computing and to the legal profession. Makes recommendations to the firm regarding new applications
- Coordinates with other areas/departments where overlap exists to develop efficient procedures/communications to streamline processes and satisfy various department needs
- Manages and completes projects on various issues when needed
- Promotes effective work practices, works as a team member, and shows respect for co-workers
- Provides expertise on various topics as an upper-level resource
- Assists and mentors other team members

Knowledge, Skills & Abilities

- Must have knowledge and proficiency in a wide variety of software programs, including Microsoft Windows Enterprise, Microsoft Windows Server and Microsoft Office (Word, PowerPoint, Excel, Outlook and Teams)
- Knowledge and proficiency with administration and maintenance of relational databases used by supported applications
- Familiarity with networking fundamentals including firewalls and load balancing technologies on Windows and Linux based servers
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work in a team environment with a customer service focus
- Strong communication skills, both written and verbal
- Ability to create detailed technical documentation
- Organizational skills required to coordinate various aspects of assigned projects (e.g. timelines, milestones, and deliverables), prioritize tasks, manage time effectively, and meet prescribed deadlines
- Strong analytical skills, attention to detail, and quality assurance processes.
- Ability to use independent judgment and discretion when making majority of decisions with regards to implementing Enterprise technology projects
- Ability to work with minimal supervision once initial project has been assigned
- Ability to handle confidential and sensitive information with the appropriate discretion

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Position Specifications

Typical Experience

- Three years of experience in a technical implementation leadership role (Project manager, technical lead or architect) or 5 years in an individual contributor role on large scale software projects
- Experience with systems integrations, business process integrations and automation
- Software development experience with a strong understanding of logic, patterns and algorithms
- Experience installing, supporting and upgrading back-end databases and enterprise class, multi-user software applications
- Experience in leading business process reviews, design reviews and change management to implement complex software solutions
- Experience supporting a large, multi-office environment

Education

- Bachelor's degree in Computer Science or related field or appropriate work experience required.

Working Conditions and Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices are required
- Frequently move (e.g., walk) around the office
- Travel may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- 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.