

Manager of Technology – Client Services

Department: Technology & Information Services

Organizational Relationship: Director of Technology – Practice Support & Client Services

FLSA Status: Exempt

Last Updated: September 13, 2024

General Summary:

The Manager of Technology – Client Services is responsible for managing the daily operations of the Technology Client Services team. The Manager leads the day-to-day delivery of service in alignment with the Technology & Information Services Department's objectives. This role provides support for various technology initiatives focused on the firm's clients, including drafting talking points, presentations, responding to Request for Proposals (RFPs), and promoting the use of client-facing technology with the lawyers and staff. The Manager collaborates with other teams within Technology, Business Development, and lawyers to provide relevant materials and communications for clients. The Manager builds and maintains relationships with practicing lawyers and other key stakeholders to coordinate discussions, presentations, and survey responses for clients.

Essential Duties and Responsibilities:

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

1. Assists the Director in developing and supporting the goals of the client services program within the Technology & Information Services Department
2. Collaborates with the New Business, Client Engagement, and other Business Development teams to develop technology related content for panels, pitches, RFPs, and client surveys
3. Develops and maintains communications, talking points, presentations and other materials about legal technology trends, artificial intelligence, and technology tools with a client-centric focus
4. Manages the day-to-day operations for Technology & Information Services Client Services, including following up with partners and clients, scheduling calls, and coordinating with other subject matter experts in the department
5. Works with the Director to define resource requirements for the team and build an organization strategy to meet future needs
6. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of team members

LATHAM & WATKINS

7. Partners with the Business Development team to keep informed of strategic and emerging clients of the firm
8. Coordinates with subject-matter experts, within the Technology & Information Services Department, to conduct client meetings, discussions and prepare lawyers to do the same.
9. Tracks client interactions and schedules follow up meetings as needed and drafts periodic updates for department leadership on the activities of the Technology Client Services team.
10. Assists with the development, promotion, and engagement with clients on training and best practices for using firm technology and collaborates with the Training and Communications teams to draft emails and documentation for clients about new technology offerings
11. Prepares surveys for business services teams and lawyers to assess the effectiveness of the service and makes necessary adjustments based on feedback.
12. Assists the Information Security team, Office of the General Counsel and others with client technology surveys and technical components of outside counsel guidelines.
13. Implements programs, policies, and procedures; ensures compliance with legal standards
14. Stays abreast of current and new technologies and market trends providing benefit to the firm's clients and making recommendations to senior management regarding the adoption of new technologies
15. Completes special projects regarding various issues as needed
16. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- A Bachelor's degree or an equivalent required

Work Experience

- A minimum of five years' relevant experience required
- A minimum of two years' supervisory experience preferred
- Law firm or professional service experience preferred

Knowledge, Skills & Abilities

- Excellent writing skills, including the ability to explain technical systems and concepts in plain language
- Excellent management skills (e.g., organizing, planning, problem-solving, and decision-making)
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Thorough knowledge and proficiency in standard PC-based applications, including Windows 10 and the Microsoft Office application suite
- General knowledge of legal specific applications, productivity, and collaboration tools
- Ability to work in a team environment with a customer-service focus

LATHAM & WATKINS

- Ability to manage work of others to ensure compliance and accuracy
- Advanced communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to perceive and analyze complex problems, and a capacity to make or recommend sound decisions
- Advanced organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions
- Ability to use independent judgment and discretion when making majority of decisions
- Knowledge and proficiency in PC applications, including MS Office, and other programs necessary to complete thorough analyses and reports

Additional Requirements

- Occasional travel may be required

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.