

Practice Support Analyst – eDiscovery Operations

Department: Technology & Information Services

Organizational Relationship: Reports to the Supervisor of Practice Support Services - eDiscovery Operations

FLSA Status: Non-Exempt

Last Updated: October 30, 2024

General Summary:

The Practice Support Analyst – eDiscovery Operations primarily supports the eDiscovery vendor program for the Practice Support Services team. The role adheres to guidelines and best practices for vendor engagement, procurement, and oversight of vendor performance. The eDiscovery Operations team ensures compliance with firm policies for outsourced and managed review services, routinely escalating issues to the Office of the General Counsel, Conflicts Analysts, Data Privacy, Information Governance and Contract Review teams, as necessary. The Analyst is responsible for tracking matter vendors and data disposition activities related to eDiscovery vendors. The Analyst actively assists colleagues within the Practice Support Services team in procuring eDiscovery vendor services, staffing contract attorneys, and making vendor recommendations.

Essential Duties and Responsibilities:

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

1. Manages project prioritization, deadline negotiation, expectation management for case teams and Project Managers, and provides regular project status reports among relevant stakeholders
2. Aids in developing the firm's relationships with eDiscovery service providers by attending regular meetings to discuss performance, evaluating new services, and ensuring compliance with the firm's security, data management, and data privacy standards
3. Leverages the standard workflow for procuring eDiscovery and managed document review providers, including using template client service agreements and escalating issues to subject matter experts
4. Supports the eDiscovery Operations team in the screening process for contract attorney candidates, contributes to the development of standard forms and procedures for screening candidates, and facilitates exception requests for disqualified candidates
5. Maintains and updates a current repository of vendor information, including contacts, pricing, mergers and acquisitions, client engagements and services offered

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6. Collaborates with management to track Project Manager team compliance with matter vendor tracking and data disposition requirements
7. Collects, logs, and analyzes metrics such as costs and quantity of data hosted from eDiscovery and managed document review vendors; develops reports as needed, reviews monthly vendor reports, and updates internal records accordingly
8. Assists Project Managers and case teams in identifying vendors that provide specialized services
9. Collaborates with Project Managers to ensure timely and complete data disposition of vendor-hosted data
10. Executes processes for onboarding prospective new vendors and promotes vendor awareness to attorneys, paralegals, and professional staff regarding the use of standard contract templates and specifications for processing and hosting electronic data
11. Tracks publicly available vendor training offerings and communicates details to both the internal team and, where appropriate, firm legal professionals
12. Keeps abreast of firm policies, guidelines, and procedures related to vendors, electronic data, file intake, data disposition, and client-matter data storage; collaborates with subject matter experts in the Practice Support Services, Technology, and Information Governance teams
13. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High school diploma or equivalent required
- Bachelor's degree or equivalent preferred
- Five years' directly relevant experience may be considered in lieu of a degree

Work Experience

- A minimum of three years' paralegal, practice support or administrative experience required
- Experience reviewing and negotiating eDiscovery vendor contracts preferred

Knowledge, Skills & Abilities

- Ability to organize, execute, and monitor projects to achieve required project objectives
- Well-developed organizational skills required to manage time, plan and prioritize effectively, and handle multiple deadlines
- Knowledge of legal concepts and methodologies
- General knowledge of practice support applications, fact management software, and an awareness of emerging technologies and data sources for litigation
- Strong interpersonal skills with the capacity to interact effectively with people at all organizational levels of the firm and external vendors
- Effective collaboration skills to work with Technology & Information Services and Practice Support Services colleagues and legal teams in remote offices
- Creativity, adaptability, and openness to new opportunities

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- Ability to apply independent judgment and discretion when making decisions in accordance with firm and department policies and directives
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to work in a team-oriented environment with a customer-service focus
- Proficiency in standard PC-based applications, including Windows and the Microsoft Office applications

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.