# **LATHAM&WATKINS**

# AI & Legal Innovation – Application Analyst I

PeopleSoft Job Code / Title: 8012 / Al Innovation Appl Analyst I
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Manager of Al & Innovation - Applications

FLSA Status:

Non-Exempt
Level 2

Last Updated: October 31, 2025

#### **General Summary:**

The AI & Legal Innovation – Applications Analyst I plays a crucial role within the Innovation & AI team, tasked with assisting with the administering and managing of 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 Innovation & AI 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. Provide comprehensive support for Innovation & Al applications, including light consulting, troubleshooting, training, and managing support-based queries.
- 2. Monitor application usage metadata to aid in administration, such as identifying power users and understanding usage adoption, and to reallocate unused licenses, where appropriate.
- 3. Assist with managing user lists in applications, including setting up new accounts as needed and retiring inactive and firm-departed users.
- 4. Regularly capture and track client-matter number metadata from platforms storing client data through a manual process, tracking completion of each, as well as organizing automated API based capturing of such data from platforms where an API platform with appropriate endpoints is available.
- 5. Assist with and track IG related mandates, such as the manual enforcement of data retention policies on software environments that do not offer an automated retention facility, and actioning data deletion and legal hold requests.
- 6. Participate in vendor meetings and assist with tracking identified bugs and feature requests alongside an associated tracking list, support the Manager of Al & Innovation Applications with ensuring follow-through on these are successfully completed.
- 7. Support the software onboarding process by updating trackers, creating application information pages on the team Intranet site if needed, liaising with other Global Technology teams to assist setup of facilities such as SSO or desktop tool packaging, assist with software rollout planning and any other onboarding support as requested.
- 8. Assist Innovation & AI team members on projects where needed such as software trial organization, application research, setting up trackers, producing usage reports, etc.
- 9. Assist the Manager of Innovation & AI Applications with any other team related tasks and processes as directed.
- 10. Promote effective work practices, work as a team member, and show respect for co-workers.

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# **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

## 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 working in a law firm environment with legal technology such as Harvey, HighQ, ChatGPT Enterprise, Office & Dragons, Legatics, StructureFlow, Atticus, etc., a strong plus
- Knowledge of the legal tech industry and familiarity with tasks regarding the onboarding of new software
- Ability to troubleshoot application based queries in a support capacity
- 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 and take direction from team leadership
- 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.