

Associate Director of Technology Services - NY

PeopleSoft Job Code / Title: 6871 / Associate Dir of TechnologySer
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Director of Digital Workplace & Technology Services – US with a dotted line to the NY Director of Administration
FLSA Status: Exempt
UCM Level: Level 6
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Role Overview

The Associate Director of Technology Services – NY is responsible for leading the delivery, execution, and continual improvement of technology services for the New York office. The role develops and implements local technology service delivery plans aligned with Global Technology strategy, with responsibility for customer support, hardware and software deployment, inventory management, audiovisual support, technology adoption, hardware lifecycle, and end-user experience within the New York office.

A significant portion of the role involves translating strategic direction from Global Technology leadership into practical operational plans for New York, ensuring successful execution, measurable outcomes, and effective communication with office leadership, lawyers, business services teams, and Technology colleagues. The role also contributes local perspective to Global Technology planning, initiatives, and service delivery improvements.

The Associate Director serves as a senior Technology business partner for the New York office, working closely with office leadership and the Global Technology Department to ensure that technology services are customer-focused, reliable, secure, and aligned with firmwide standards. The role includes direct oversight and development of the New York Technology support team, including coaching, performance management, resource planning, escalation support, and professional development.

The Associate Director also plays a key role in supporting high-touch users and complex service needs, ensuring that lawyers, office leadership, and business services departments receive responsive, business-aware, and solutions-oriented technology support.

Essential Duties and Key Responsibilities

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

1. Leads the development and implementation of technology service delivery strategy for the New York office in alignment with Global Technology strategy, including customer support, hardware deployment, software deployment, inventory management, technology adoption, audiovisual support, and hardware lifecycle practices.
2. Oversees the New York Technology support function, including daily operations, help desk support, hardware and software installation, asset management, systems configuration, resource scheduling, and escalation management.
3. Ensures adherence to ITIL and other standards-based service management practices, including active ticket management, queue oversight, workflow management, service level tracking, performance reporting, and continual improvement of support processes.

4. Oversees local incident response coordination during unplanned outages or service interruptions, ensuring effective remediation, timely escalation, and clear communication to impacted customers and office stakeholders.
5. Engages with the New York Director of Administration and Global Technology leaders to ensure alignment between technology service delivery and office business needs, with a focus on high-quality, customer-focused technical services.
6. In coordination with the Senior Manager of Technology Lifecycle and Workplace, ensures alignment of priorities and responsibilities, as well as the seamless delivery of technology support services for the NY office.
7. Consults with practicing lawyers, office leadership, and business services departments to understand how technology is used in the business context of the New York office and to identify opportunities for improvement.
8. Provides senior-level support and guidance for high-touch users, complex support needs, escalations, and sensitive service situations, ensuring issues are handled with urgency, discretion, and a strong understanding of business impact.
9. Briefs appropriate members of firm and office leadership on significant technology issues affecting New York, including matters related to service delivery, technology deployment, supportability, stability, customer experience, and operational risk.
10. Collaborates with colleagues across the Global Technology Department to ensure that the New York office perspective is considered in current and future technology initiatives, service offerings, support models, and commercial legal technology trends that may benefit the firm.
11. Participates in Global Technology meetings and planning efforts to understand department strategies, contribute local feedback, report on New York projects, participate in vendor demonstrations, and help ensure successful local deployment of firmwide initiatives.
12. Evaluates and recommends technology, process, and service improvements in coordination with Global Technology leadership, with a focus on enhancing user experience, operational efficiency, risk management, and service quality.
13. Manages the hiring, development, performance, motivation, supervision, coaching, and professional development of New York Technology staff through structured training, regular feedback, and career development support.
14. Leads the New York Technology support team to ensure individual and team performance levels consistently meet or exceed customer expectations, while promoting accountability, collaboration, service excellence, and continual improvement.
15. Works with the Human Resources Department, as appropriate, on hiring, training, counseling, performance evaluations, disciplinary matters, salary recommendations, and other employee management activities.
16. Manages delivery of end-user training, consulting, and educational programs for the New York office in collaboration with Global Training Services, ensuring that training quality and standards align with global expectations while meeting local needs.
17. Supports technology adoption and change management efforts for new tools, process changes, software updates, and firmwide technology initiatives, helping lawyers and staff understand and successfully use technology solutions.
18. Ensures compliance with technology security, disaster recovery, risk management, outage communication, incident response, data backup, security, and personal data protection policies and processes.
19. Manages the financial performance of the New York Technology function, including budget preparation, tracking, expenditure approvals, and project-related expenditures, as applicable.
20. Effectively supports the business culture of the firm at all times.
21. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Knowledge, Skills & Abilities

- Excellent leadership and communication skills (i.e. organizing, consulting, planning, problem-solving, and independent decision making) necessary for effective management and interaction with people at all organizational levels of the firm
- Demonstrable knowledge of utilizing team building, coaching and motivational skills within a customer service focused environment
- Demonstrable service management and delivery management skills, including performance/process analysis, reporting and optimization (e.g. ITIL v2/v3)
- Possesses good general understanding of basic financial concepts and budgetary processes
- Expert knowledge and proficiency in a wide variety of software programs, including Microsoft Windows, Office Suite and legal vertical market systems (e.g. content management, time recording systems, document review)
- Knowledge and proficiency managing the support of mobile devices, MDM systems and communication technologies
- Possess good general knowledge of the principles and standards of server, network and inter-networking technologies (e.g. client/server systems, Active Directory) and network security (e.g. Encryption, dual factor authentication etc.)
- General knowledge of common VOIP, videoconferencing and other communication technologies and systems preferred
- Possess the knowledge and skills needed to analyze and implement resolutions to basic business process and workflow problems (e.g. continuous improvement techniques)

Position Specifications

Education

- Undergraduate degree or equivalent required
- Bachelor's degree in Computer Science, Business Information Systems, or related field preferred

Work Experience

- A minimum of six years' experience managing a Technology support team
- A minimum of six years' experience supporting enterprise level technology systems
- Five (5) years oversight of technology service delivery management in a standards-based (e.g. ITIL) environment
- Extensive experience in leading and driving teams to ensure team and individual performance levels meet and exceed customer expectations consistently, with a proven track record of continual improvement
- Demonstrated technical knowledge of and experience supporting desktop applications, systems configuration, networking and telecommunications

Working Conditions and Physical Demands

- Frequently move (e.g., walk) around the office
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- Travel may be required
- Will require after business hours availability to perform the essential duties of the position
- 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.