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Enterprise Applications Supervisor – Events and Trials

Department: Technology & Information Services

Organizational Relationship: Reports to the Manager of Enterprise Applications – Events and Trials

FLSA Status: Exempt

Last Updated: December 23, 2024

General Summary:

The Enterprise Applications Supervisor – Events and Trials is responsible for overseeing the team's resources in planning and supporting various events and meetings with the assistance of the team lead and manager. The Enterprise Applications Supervisor – Events and Trials is a proactive leader with exceptional organizational skills, keen eye for detail, and experience in project management. They are committed to fostering a collaborative and innovative environment.

Essential Duties and Responsibilities:

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

1. Oversees the day-to-day operations of the Events and Trials team, ensuring efficient workflow and adherence to timelines
2. Assists the Events and Trials Manager with reviewing and responding to urgent emails received outside of regular business hours including weekends
3. Collaborates with the Events and Trials Manager to develop and implement new strategies for ongoing successful event management
4. Plans and organizes multiple events and meetings both in office and offsite ensuring there is proper on-site support, internet connectivity, as well as any needed equipment or supplies
5. Meets and coordinates with other internal departments, such as the event planning team and Business Development team, for various in office and offsite events and meetings
6. Installs, configures, supports and troubleshoots desktops/notebooks, monitors, other peripheral devices, copiers and AV hardware/software at the firm sponsored event
7. Installs, configures, supports and troubleshoots network equipment such as routers, switches, wireless technology including SD-WAN/5G and VPN issues
8. Troubleshoots hardware/software issues of practice office attorneys and paralegals as they relate to Enterprise technology
9. Researches and evaluates hardware and software for event and trial support
10. Ensures compliance with the firm and department policies and procedures

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11. Conducts post-event debriefs to identify areas for improvement
12. Stays informed about industry trends and best practices to continuously enhance the quality and impact of events and trials for the firm
13. Responsible for the management and organization of all equipment and supplies for events and trials including verifying ship requests are created and received
14. Point of contact/escalation for team to handle last minute requests
15. Generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees
16. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- High School Diploma required
- Bachelor's degree in Event Management, Business Administration or equivalent preferred

Work Experience

- A minimum of five years' experience in event management/support or related field required
- A minimum of five years' experience in project management related to planning event logistics required
- A minimum of two years' experience in a supervisory or leadership role preferred

Knowledge, Skills & Abilities

- Strong leadership and team management skills with the ability to motivate and inspire a diverse team
- Excellent organizational and project management skills with the ability to manage multiple projects simultaneously
- Exceptional communication and professional interpersonal skills with the ability to interact effectively with people at all organizational levels of the firm
- Strong problem-solving skills and the ability to handle high pressure environments and remain calm under pressure with a positive attitude
- Proficient with Zoom, Microsoft Teams, WebEx and other video conference platforms
- Proficient with PowerPoint and other Microsoft Office applications (Word, Excel and Visio), Adobe, Asana and iManage
- Knowledge and proficiency of various remote communication methodologies including Virtual Desktop Infrastructure (VDI), MFA and VPN
- Knowledge and experience working with CVENT and other event applications/software
- Ability to handle confidential and sensitive information with the appropriate discretion

Additional Requirements

- Frequent travel may be required
- Flexibility to work outside of regular business hours including evenings, weekends and holidays as required by the event and trial schedules

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Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.
- Ability to lift and carry event materials and equipment 25lbs or more
- Prolonged periods of standing or walking during events

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.

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