

Enterprise Audiovisual Platform Services Supervisor

PeopleSoft Job Code / Title: 8652 / EnterpriseAVPltfrmSvcsSupv
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Audiovisual Platform Services Manager
FLSA Status: Exempt
UCM Level: Level 5
Last Updated: August 2026

Role Overview

The Enterprise Audiovisual Platform Services Supervisor oversees the Audiovisual Operations and Virtual Events & Apps teams, ensuring the delivery of high-quality support for conference room technology, videoconferencing platforms, virtual events, and collaboration services across the firm. The Supervisor serves as both an operational leader and hands-on technical resource, providing support for complex or time-sensitive issues, assisting with meeting and event support as needed, and partnering with Audiovisual Engineering & Design to ensure successful platform deployments, adherence to established standards, and a consistent user experience for in-person, virtual, and hybrid collaboration.

Essential Duties and Key Responsibilities

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

- Supervises and coordinates the daily activities of the Audiovisual Operations and Virtual Events & Apps teams, including workload management, coaching, performance feedback, professional development, hiring, onboarding, training, goal setting, and employee performance evaluation.
- Supervises and participates in remote audiovisual support services for conference rooms, meeting spaces, executive events, and virtual meetings across the firm's global offices.
- Supervises and participates in virtual event support services, including webinars, town halls, training sessions, executive meetings, firm-wide events, VIP meetings, and executive event coverage as needed.
- Manages operational escalations and coordinates resolution efforts for critical audiovisual incidents, service interruptions, complex videoconferencing issues, collaboration platform issues, and virtual event support challenges.
- Supports operational activities generated through enterprise monitoring, management, alerting, and device lifecycle management platforms.
- Ensures compliance with established change management, asset management, incident management, and operational support processes.
- Coordinates deployment of approved firmware, operating system, and application updates through established testing and deployment rings as directed by the Audiovisual Engineering & Design team, and supports project implementation, testing, validation, and operational readiness activities for new technologies and service launches.
- Assists in the commissioning, validation, and operational handoff of newly constructed or renovated conference rooms and event spaces.
- Develops and delivers training programs, documentation, knowledge-sharing initiatives, operational readiness activities, and support procedures related to audiovisual systems, collaboration platforms, new technologies, and services.

- Partners with Audiovisual Engineering & Design to test, validate, and support collaboration platforms while providing feedback regarding product performance, supportability, customer experience, operational requirements, and emerging technology opportunities.
- Develops collaborative relationships with Technology teams, local office support staff, vendors, and business stakeholders.
- Promotes effective work practices, works as a team member, and shows respect for co-workers, even in high-pressure situations.

Knowledge, Skills & Abilities

- Proven leadership and people management skills, including coaching, performance management, and leading teams through change
- Strong operational leadership skills with the ability to manage risk, resolve issues, and drive continuous improvement
- Advanced knowledge of collaboration technologies, including Microsoft Teams, Zoom, and audiovisual systems including control systems, DSPs, cameras, microphones, displays, USB peripherals, switching systems, and room automation
- Knowledge of device lifecycle management, application deployment, platform maintenance, and supporting network infrastructure
- Strong analytical and troubleshooting skills in enterprise audiovisual, collaboration, and virtual event environments
- Excellent communication skills with the ability to effectively partner with stakeholders at all levels
- Ability to prioritize competing demands and meet deadlines in a fast-paced environment
- Ability to maintain confidentiality and exercise sound judgment when handling sensitive information

Position Specifications*Typical Experience*

- A minimum of five (5) or more years of experience supporting enterprise audiovisual, collaboration, or unified communications technologies, including experience providing formal or informal leadership through supervision, team leadership, mentoring, coaching, project leadership, or operational management responsibilities
- Prior direct supervisory experience preferred, including responsibility for hiring, onboarding, coaching, performance evaluations, employee development, disciplinary actions, and leading geographically dispersed or remote support teams
- Experience managing service delivery, operational escalations, workload prioritization, support processes, and performance management activities within a technical support organization
- Experience with enterprise monitoring, management, ticketing, and reporting platforms preferred
- Experience supporting enterprise videoconferencing platforms including Microsoft Teams and Zoom, as well as integrated audiovisual systems utilizing technologies from manufacturers such as Logitech, Extron, Biamp, Shure, Crestron, Cisco, Poly, or similar manufacturers
- Experience supporting, hosting, moderating, or providing live technical support for large-scale virtual events, webinars, executive meetings, executive sessions, and hybrid conferences
- Experience working within a large, multi-office enterprise environment preferred

Education

- Bachelor's degree preferred, with an emphasis in Information Technology, Computer Science, Audiovisual Technology, Communications Technology, or a related field
- Appropriate work experience may be considered in lieu of degree
- Relevant industry certifications such as AVIXA CTS, Microsoft Teams Administrator, Zoom Certifications, Extron, Crestron, Biamp, or similar certifications are preferred

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
- Lifting and installing technology equipment may be required
- Flexibility to work nights, weekends and firm events
- Occasional domestic and international travel to firm offices and event locations may be required
- 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.