

Enterprise Audiovisual Services Analyst II

PeopleSoft Job Code / Title: 8040 / Enterprise AV Srvcs Anlst II
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to Audiovisual Platform Services Manager
FLSA Status: Exempt
UCM Level: 3
Last Updated: April 22, 2025

Role Overview

The Enterprise Audiovisual Services Analyst II is responsible for the operation, support, maintenance, and continuous improvement of the firm's audiovisual technologies. This role ensures the reliability, performance, and user experience of AV systems through proactive monitoring, troubleshooting, standards management, and collaboration with internal stakeholders, vendors, and technology teams.

Essential Duties and Key Responsibilities

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

- Manage and support audiovisual systems, ensuring optimal performance and user experience, including webcams, lighting, microphones, projectors, sound equipment, cabling, connectors, and related technologies.
- Monitor the health, performance, and availability of enterprise audiovisual systems, proactively identifying, troubleshooting, escalating, and resolving issues to minimize user impact.
- Partner with internal stakeholders, vendors, and technology teams to assess operational needs and recommend audiovisual solutions, standards, and improvements.
- Assist in the evaluation, design, installation, documentation, testing, and repair of integrated audiovisual systems, as well as new hardware and software applicable to enterprise audiovisual and collaboration technologies, making recommendations to the firm.
- Coordinate audiovisual deployments, upgrades, refreshes, and maintenance activities with vendors, facilities teams, and technology partners.
- Develop and maintain firm-wide configuration standards, technical documentation, inventory records, operational procedures, knowledge base content, and training materials for supported audiovisual technologies.
- Analyze operational metrics, service trends, and recurring issues to identify opportunities for process improvements, increased reliability, and enhanced user experience.
- Stay informed about current and emerging audiovisual technologies and market trends.
- Assist with other Platform Teams projects when needed.
- Promote effective work practices, work as a team member, and show respect for co-workers.

Knowledge, Skills & Abilities

- Deep understanding of videoconference systems and audiovisual components (including but not limited to Control Panels, Digital Sound Processors, Video & USB Switchers, HDMI & USB Extenders, cameras, microphones, etc.) from manufacturers such as Cisco, Crestron, Polycom, Extron, Logitech, Shure, and Bi-Amp
- Proficient knowledge in understanding the Internet and firm's network topology and how it relates to audiovisual specific equipment and applications
- Professional interpersonal skills; ability to interact effectively with team members and other organizational levels
- Ability to work in a fast-paced environment, either independently or as part of a project team with a customer service orientation
- Strong communication skills, both written and verbal
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to handle confidential and sensitive information with the appropriate discretion

Position Specifications

Typical Experience

- Minimum of 3-5 years' experience in an audiovisual support or integration role required
- 2 years' experience working with legal professionals preferred
- Familiarity with videoconference systems and audiovisual components from manufacturers such as Cisco, Crestron, Polycom, Extron, Logitech, Shure and Bi-Amp

Education

- Bachelor's degree or equivalent preferred, with an emphasis in Computer Science, Information Systems, or a related Audiovisual field

Working Conditions and Physical Demands

- Time spent using a computer, including PC keyboard and mouse or similar devices
- May be required to lift and install technology equipment
- Flexibility to work hours that may include nights and weekends
- Some travel may be required, both domestic and international, with approval from their direct supervisor
- Frequently move (e.g., walk) around the office
- Travel may be required
- Spend extensive time using a computer, including use of a PC keyboard and mouse or similar data input devices
- 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.