

Manager of Technology

PeopleSoft Job Code / Title: 1055 / Manager of Technology
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Director of Technology or Director of Administration
FLSA Status: Exempt
UCM Level: Level 6
Last Updated: February 2, 2024

General Summary:

The Manager of Technology manages the in-house delivery of technology services within a practice office. By understanding global technology strategy and market trends, this role contributes to both strategic and tactical planning, helping to achieve both office and firm-wide objectives. The Manager of Technology is accountable for the performance and delivery of technology services to the office, including managing local Technology Department staff, systems, telecommunications, services, and processes to meet predetermined standards. They collaborate with various departments and centralized services to continually enhance and creatively improve technology service delivery to both the office and, when relevant, the firm.

Essential Duties and Responsibilities:

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

1. Partners with the Director of Administration to provide high quality, customer-focused technology services to both fee earners and business service departments
2. Engages with fee earners and business services to understand how technology fits into the commercial and business context of their work; collaborates with the Director of Technology to suggest improvements in technology use and implementation
3. Implements global technology policies, procedures, and standards locally; customizes complex applications through active consultation with users to meet local needs
4. Ensures full compliance with security, risk management, and disaster recovery policies, including data backup and personal data protection
5. Manages the local delivery of end-user training and consulting to meet global standards and local requirements
6. Oversees the Service Desk operations, resolving advanced hardware, software, and network issues; liaises with technical support from manufacturers when necessary
7. Manages daily technology operations, including hardware and software installation, asset management, and resource scheduling
8. Manages the budget and financial performance of the office's technology function, tracking expenses and project costs
9. Reports performance metrics, customer satisfaction, and financial statistics to the Director of Administration and Director of Technology
10. Manages the performance and development of Technology Department staff through structured training and coaching
11. Coordinates with Human Capital & Talent for hiring, training, performance evaluations, and disciplinary actions; ensures effective integration with global technology services and staff
12. Monitors emerging technology trends that could benefit the firm, and consults with the Director or Administration and Director of Technology for possible implementations
13. Participates in technology meetings to stay informed of firm-wide strategies and updates; offers local office feedback on new products and software updates

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14. Serves as the go-to resource for technology-related questions, including issues, upgrades, and installations across the office
15. Upholds the firm's business culture, promoting a 'one-firm firm' environment
16. Collaborates with overlapping departments to streamline processes and meet various departmental needs
17. May take on responsibilities of Technology Support Specialist/Analyst, Network Support Specialist/Analyst, or Technology Trainer as needed
18. Fosters a team-oriented, respectful work environment
19. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Strong leadership and communication skills, essential for effective management and interaction across all organizational levels within the firm
- Demonstrated skills in team-building, coaching, and motivation within a customer-focused environment
- Proven expertise in service management and delivery, including performance and process analysis, reporting, and optimization (e.g., ITIL v2/v3)
- Ability to quickly understand the firm's policies and procedures
- Solid knowledge of basic financial concepts and budgeting processes
- Expertise in a wide range of software programs, including the latest version of Windows O/S, Microsoft M365 Suite, and industry-specific systems like DMS systems and time recording systems
- Ability to manage mobile device support, including smartphones, tablets, and MDM systems
- Knowledge of computer systems, applications, and telecommunications systems
- Knowledge of server, network, and inter-networking technologies, including client/server systems, Active Directory, and network security measures like encryption and dual-factor authentication
- Knowledge of common unified communications, video conferencing, and other communication technologies
- Ability to utilize analytical skills needed for troubleshooting, problem diagnosis, and implementing solutions to technology issues
- Ability to analyze and resolve basic business process and workflow problems, using techniques like continuous improvement
- Ability to lead teams for continual improvement with a focus on meeting and exceeding customer expectations

Position Specifications

Education

- Bachelor's 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 in technology systems and service delivery management required, ideally in an ITIL-based environment
- A minimum of four years' experience in a supervisory or managerial role required

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 required
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

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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.