

# Practice Support Analyst I

**PeopleSoft Job Code / Title:** 6121 / Practice Support Analyst I  
**Department / Subdepartment:** Technology & Information Services  
**Organizational Relationship:** Reports to Manager of Practice Support Operations or Reports to Manager of Practice Support Services  
**FLSA Status:** Non-Exempt  
**UCM Level:** 2  
**Last Updated:** June 3, 2025

## General Summary:

The Practice Support Analyst I provides a high level of support in the areas of litigation and transactional matters supported by the Practice Support Services (PSS) team within the Technology department. This position is responsible for working on a variety of projects and provides advanced support to other members of the PSS team and members of the case teams on e-discovery document reviews, productions, as well as transactional deal rooms and other related client-matter projects.

## Essential Duties and Responsibilities:

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

1. Works on technical projects of varying degrees of complexity, while ensuring those projects are completed on time and within specifications
2. Understands and follows current protocols and best practices in the areas of electronically stored information (ESI) processing, technology assisted review (TAR), and production
3. Provides training and support to attorneys, paralegals, staff, clients and external users on document review databases, as well as the firm's practice support software and tools
4. Displays flexibility and an ability to quickly learn new software, tools, and workflows
5. Processes, converts, and validates data using various other tools
6. Identifies issues during data processing and/or preparing review or production databases and addresses issues and/or works with other team members to escalate to subject matter experts or software provider as appropriate
7. Makes effective use of ancillary programs, such as text editors, spreadsheets, custom scripts/programs, batch files, databases and/or proprietary tools
8. Provides support to project managers and members of case teams for database uploads, search queries, e-mail threading, document review database analytics, creation of custom tags, review batches, data overlays, exports, batch-printing and reports
9. Migrates data to/from transactional deal rooms to allow for analysis by deal teams directly or utilizing contract analysis software
10. Assists with administration, technical maintenance and archiving of the firm's client-matter data
11. Provides backup support while colleagues are busy or out of the office, including some occasional project management assistance
12. Keeps abreast of new technologies in the field of electronic discovery and document review, while working closely with the PSS management team to assess training and development needs
13. Assists with the testing and implementation of new software products or upgrades

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14. Participates in frequent conference and video calls to discuss and understand firm goals and strategies
15. Shares knowledge with colleagues (via e-mail, Knowledge Base, and other means) on best practices and common troubleshooting techniques for applications and systems supported by PSS
16. Completes special projects on an as-needed basis
17. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Position Specifications

### *Education*

- Associates Degree or equivalent required. Bachelor's degree preferred.
- A minimum of three years' relevant experience may be considered in lieu of a degree.
- Relativity Certifications or experience preferred.

### *Work Experience*

- A minimum of three years' technical experience required preferably in a legal environment or at a vendor specializing in providing legal technology processing services.

### *Knowledge, Skills & Abilities*

- Knowledge of e-discovery and the e-discovery reference model (EDRM)
- Ability to quickly learn new skills with an enthusiastic attitude
- Demonstrates the ability to work on complex projects in the most efficient way possible
- Knowledge of technical issues arising from foreign languages and character sets
- Ability to remain professional during times of stress, accept and learn from feedback and maintain a positive attitude
- Working knowledge of databases and document review platforms used for document review and production
- Knowledge and proficiency with at least one e-discovery (EDD) processing tool, such as eCapture, EnCase, RecommindNux Workstation, Brainspace, Relativity, etc.
- Solid basic understanding of database technology, including field types, analytics, indexing, and custom queries
- Knowledge and proficiency in the use of batch files and/or custom scripts for the management and manipulation of files and data
- Strong analytical and problem-solving skills needed to troubleshoot a variety of symptoms, diagnose problems, and test, recommend, and implement solutions to problems
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work well independently and also in a team environment
- Possess a good work ethic with a customer service focus
- Good communication skills, both written and verbal
- Ability to use independent judgment and discretion when making majority of decisions, while recognizing situations that require escalation
- Ability to handle confidential and sensitive information with the appropriate discretion
- Organizational skills needed to capture and bill all client-billable time, prioritize effectively, handle multiple deadlines and ask for help when necessary
- Knowledge and proficiency in standard PC applications, including Windows 11 and Microsoft Office, as well as firm-specific software, such as iManage, ServiceNow, etc.

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## *Additional Requirements*

- Occasional travel may be required

## *Physical Demands*

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

## *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.