

Practice Support Operations Lead

PeopleSoft Job Code / Title: 6810 / PracticeSupportOperationsLead
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Manager of Practice Support Operations
FLSA Status: Exempt
UCM Level: 4
Last Updated: June 3, 2025

Role Overview

The Practice Support Operations Lead is responsible for overseeing the daily functions of the Practice Support Center (PSC) team while providing expert analytical support in the areas of litigation and transactional matters. This individual actively assists and offers guidance to the PSC team, prioritizing projects, negotiating and meeting deadlines, and managing the expectations of case teams and project managers. This position is responsible for working on a variety of complex projects and provides advanced support to other members of the Practice Support Services team (PSS). They will display a high level of ownership and be actively involved in the professional development of their team.

Essential Duties and Key Responsibilities

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

1. Oversee, coach, and educate the PSC staff, leading them in their professional development endeavors.
2. Provide expert analytical support in the areas of litigation and transactional matters.
3. Oversee and coordinate the daily operations and workflow of the PSC team, managing all practice support projects, and ensuring the highest quality of project delivery and support.
4. Conduct research and analysis, and draft reports and summaries to support case teams and project managers.
5. Collaborate with the Manager to implement role performance standards, identify training needs/issues, and support the development, implementation, and assessment of ongoing practice support training programs.
6. Lead the team toward accurate and timely completion of projects and assignments, ensuring that all tasks and duties are completed within the firm's set guidelines and policies.
7. Develop and maintain strong relationships with case teams and project managers, providing regular updates on project status and progress.
8. Assist with data collection, management, and analysis, ensuring accuracy and completeness of information.
9. Work closely with the Manager and other members of PSS to create standards and

procedures in the areas of processing, review, and production of documents and electronically stored information (ESI), as well as project workflow, data storage, and quality assurance.

10. Recommend protocols and best practices in the areas of electronic discovery, document review, productions, depositions, and trial preparation.
11. Promote current practice support software and tools to the firm attorneys and staff by hosting training sessions, in-person demonstrations, practice group meetings, and new hire orientations.
12. Provide support and guidance to PSC staff in document review database maintenance, database uploads, indexing, automation, testing, backups, restores, and related issues.
13. Be fully available to the team (including after-hours) to resolve urgent issues and ensure projects are completed on time.
14. Coordinate team meetings to discuss active projects and current practice support issues and needs.
15. Lead post-project analysis to discover workflow challenges and make recommendations to the Manager regarding quality control processes to improve procedures for future projects.
16. Act as a liaison between other P S S teams, case teams, vendors, and L&W Local & Global Technology staff to promote communication and ensure projects are completed within specifications.
17. Consult and assist attorneys, paralegals, and staff when necessary with hardcopy and electronic discovery projects and overall litigation services, such as coordinating collections, productions/disclosures, depositions, and trial presentations.
18. Keep abreast of new technologies and trends in electronic discovery, participate in vendor demonstrations, and work with Technology staff to assess training and development needs.
19. Assist with testing and implementing new software products or upgrades.
20. Participates in conference and video calls to discuss and understand firm goals and strategies.
21. 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.
22. Completes special projects on an as-needed basis.
23. Promotes effective and professional work practices, works well on a team and shows respect for colleagues.

Knowledge, Skills & Abilities

- Strong understanding of e-discovery and the e-discovery reference model (EDRM)

- Strong project management and consulting skills, with an emphasis on directly supporting teams of attorneys and support staff
- Possesses an enthusiastic attitude, along with the ability to quickly learn new skills
- 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
- Displays lateral and “outside of the box” thinking when finding solutions
- Expert level knowledge of databases and document review platforms such as Eclipse, Relativity, Nuix Discover and/or other tools used for document review and production.
- Operational knowledge and proficiency with at least one e-discovery (EDD) processing tool, such as eCapture, Nuix Workstation, Brainspace, Relativity, etc.
- Solid 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 strong focus on customer service
- 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.
- Availability and flexibility to occasionally travel for training and/or support purposes

Position Specifications

Typical Experience

- Minimum of five (5) years technical experience, preferably in a Legal environment or at a vendor specializing in providing legal technology processing services
- Relativity Certified Administrator preferred

Education

- Associates Degree or equivalent required; Bachelor's degree preferred
- Six (6) years relevant experience may be considered in lieu of a degree

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
- Some travel and working on weekends or after-hours 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.