

# Practice Support Project Manager

<b>PeopleSoft Job Code / Title:</b>	7007 PracticeSupportProjectManager
<b>Facebook Title:</b>	04183 Practice Support Project Manager
<b>Department / Subdepartment:</b>	Practice Support Services
<b>Organizational Relationship:</b>	Reports to Manager of Practice Support Operations
<b>FLSA Status:</b>	Exempt
<b>UCM Level:</b>	004
<b>Last Updated:</b>	02/2025

## Role Overview

The Practice Support Project Manager will be responsible for executing casework as required and coordinating with colleagues within the Practice Support Center to support various client-matter projects. This position handles a broad range of tasks across multiple cases and manages competing priorities. They work closely with other project managers, analysts, case teams and other stakeholders to ensure that projects are delivered on time, within scope, and on budget. The Practice Support Project Manager manages email correspondence efficiently, ensuring that all inquiries and communications are addressed with promptness.

## Essential Duties and Key Responsibilities

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

- Provides guidance to case teams regarding the best practices for handling clients’ electronically stored information (ESI), and how best to use technology to support their matters including data collection, data processing, and document production
- Assists attorneys and paralegals with search queries, e-mail threading, document review database analytics, creation of custom tags, review batches, batch-printing, reports, exhibit/case management, productions, depositions, and trial presentations
- Monitors and manages the team’s email inbox, ensuring that all incoming communications are reviewed promptly and providing timely and professional responses to internal and external stakeholders
- Crafts clear, concise, and professional emails that effectively convey complex information ensuring mutual understanding and alignment with project objectives
- Collaborates with the team to define project timelines, and project milestones within the litigation lifecycle
- Maintains comprehensive project documentation such as chain of custody and project trackers
- Supports the development of best practices and tools for project execution and management
- Facilitates effective communication and collaboration that will result in the proper design and implementation of efficient workflows, appropriate usage of firm tools to ensure projects are completed to specifications and standards
- Assists the Practice Support Center team to support non-standard workflows
- Regularly monitors emails for opportunities to provide peer let training on eDiscovery technology or platforms to support efficiency and project goals
- Participates in quality control processes by reviewing deliverables prepared by team members to ensure they meet the firm’s standards and client expectations before submission
- Performs additional project-related tasks as assigned by the Manager of Practice Support Operations, demonstrating flexibility and a willingness to contribute to the firm’s overall success

- Assists in the resolution of project-related problems by collaborating with the project team and stakeholders to identify issues, assess potential solutions, and implement corrective actions in a timely manner
- Provides backup support while colleagues are busy or out of the office, including some weekend or after-hours work
- 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 Practice Support Services
- Provides or facilitates end-user training for legal teams on all document review platforms and other practice support tools
- Keeps abreast of technology offerings from electronic discovery service providers and software vendors
- Promotes effective work practices, works as a team member, and shows respect for co-workers

## Knowledge, Skills & Abilities

- Strong understanding of e-discovery and the e-discovery reference model (EDRM)
- Strong project management skills, with an emphasis on directly supporting teams of attorneys and support staff
- Ability to quickly learn new skills
- 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
- Ability to think creatively when finding solutions
- Expert level knowledge of databases and document review platforms such as Reveal, Relativity, Nuix Discover and/or other tools used for document review and production
- Operational knowledge with at least one e-discovery (EDD) processing tool, such as eCapture, Nuix Workstation, Relativity Processing, etc.
- Solid understanding of database technology, including field types, analytics, indexing, and custom queries
- Strong analytical and problem-solving skills
- 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
- 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 10 and Microsoft Office, as well as firm-specific software, such as iManage, ServiceNow, etc.

## Position Specifications

### *Typical Experience*

- Minimum of 5 years' technical experience in legal environment or at a vendor specializing in providing legal technology processing services required

### *Education*

- Associates degree required or 6 years relevant experience may be considered in lieu of degree

## Working Conditions and Physical Demands

- 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.