

Research Services Manager – Operations AI Platforms

PeopleSoft Job Code / Title:	7138 / Research Services Manager
Department / Subdepartment:	Research Services / Technology & Information Services
Organizational Relationship:	Reports to Level 6 or above
FLSA Status:	Exempt
UCM Level:	Level 5
Last Updated:	September 1, 2026

Department / Subdepartment Overview

The Research Services professionals provide comprehensive legal, business, and industry information research to attorneys and staff, develop research resources collection, monitor current developments, and provide training on research resources and strategy.

Role Overview

Research Services Manager - Operations - AI Platforms is responsible for leading the evaluation, testing, and operational implementation of AI-powered research platforms that support the Research Services function. Reporting to the Research Services Senior Manager – Operations, this role partners with Research Services leadership and Technology & Information Services teams to assess new technologies, evaluate enhancements to existing platforms, and coordinates security reviews. The Manager provides operational leadership for AI platform initiatives, ensuring solutions are effectively evaluated, securely implemented, and aligned with the firm's business and research needs

Essential Duties and Key Responsibilities

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

1. Leads the evaluation and testing of AI-powered research platforms by developing testing protocols, coordinating pilot programs, collecting feedback, and providing recommendations for implementation and adoption.
2. Manages the assessment of new functionality and enhancements to existing AI research platforms, evaluating performance and recommending activation or disablement of features based on business and security needs.
3. Partners with the Research Services Manager – Operations, Research Services leadership, and key stakeholders to evaluate emerging AI research technologies and support recommendations for platform selection, implementation, and continuous improvement.
4. Coordinates vendor due diligence and security review processes by working with Technology & Information Services – Global Security & Risk Management to obtain required vendor documentation and facilitate security and risk assessments.
5. Serves as the primary operational liaison with Innovation & AI, Litigation Services, AI Services, and other Technology & Information Services teams to support the evaluation, acquisition, and ongoing management of AI research platforms.
6. Promotes effective work practices, works as a team member, and shows respect for co-workers

Knowledge, Skills & Abilities

- Superior knowledge of legal and non-legal electronic and print resources
- Skilled in using AI platforms
- Superior communication skills
- Ability to use independent judgment and discretion when making decisions
- Excellent organizational skills to manage time well, prioritize effectively, and handle multiple deadlines

Position Specifications

Typical Experience

- Typical years of relevant experience: a minimum of six years' relevant professional experience required
- Typical years of cumulative experience: a minimum of seven years

Education

- Bachelor's degree or equivalent required
- Master's degree or J.D. preferred

Working Conditions and Physical Demands

- Push, pull, carry up to 15 pounds
- 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
- Travel may be required
- All Latham & Watkins positions are in a typical indoor office environment

The statements contained in this description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.