

Technology Client Services Attorney

PeopleSoft Job Code / Title:	6532 / Tech Client Services Attorney
Department / Subdepartment:	Technology & Information Services
Organizational Relationship:	Reports to Director of Technology – Practice Support & Client Services
FLSA Status:	Exempt
UCM Level:	n/a
Last Updated:	February 2025
Department:	Technology & Information Services

General Summary:

The Technology Client Services Attorney plays a critical role in communicating and presenting to the firm's clients about innovative technology initiatives, including artificial intelligence and legal technology, aimed at enhancing client service. The Attorney provides expert support to Business Development teams, significantly contributing to the development of client proposals, panel renewals, pitches, and meetings. The Attorney bridges global technology teams and client teams, facilitating the creation and delivery of technology-related content, training and advocating for client-facing technology solutions. This role requires collaboration with diverse teams to build strong relationships with key stakeholders including practicing lawyers, to coordinate discussions, presentations, and survey responses for clients.

Essential Duties and Responsibilities:

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

1. Assists the Director in developing and supporting the goals of the client services program within the Technology & Information Services Department.
2. Continuously monitors and evaluates the firm's technology offerings, including artificial intelligence, as well as current and emerging technologies and market trends that could enhance legal service delivery. Provides insights and makes strategic recommendations to senior management to benefit the firm's clients.
3. Guides partners in effectively discussing technology with their clients by providing coaching and support. Develops and delivers client-focused presentations that highlight strategic technology initiatives, ensuring partners are equipped to communicate the benefits of emerging technologies in enhancing legal services.
4. Collaborates with the New Business, Client Engagement, and other Business Development teams to keep informed of strategic and emerging clients of the firm; develop technology related content for panels, pitches, RFPs, and client surveys.
5. Develops and maintains communications, talking points, presentations and other materials about legal technology trends, artificial intelligence, and technology tools with a client centric focus.
6. Collaborates with the Innovation & AI team to share information about technology initiatives, client feedback and client workshop and training opportunities.
7. Works with clients to promote firm technology and identify opportunities to customize existing solutions.
8. Develops and maintains a legal technology software catalog that can be used by the Technology & Information Services and Business Development teams to respond to pitches, questionnaires, RFPs, and other client inquiries.

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9. Coordinates with subject-matter experts, within the Technology & Information Services Department, to conduct client meetings, discussions and prepare lawyers to do the same.
10. Tracks client interactions and related materials in a designated repository and schedules follow up meetings as needed.
11. Gathers feedback from global and practice office business development teams on the delivery of legal technology overviews for the Business Development teams.
12. Drafts periodic updates for department leadership on the activities of the Technology Client Services team.
13. Assists with the development, promotion, and engagement with clients on training and best practices for using firm technology.
14. Collaborates with the Training and Communications teams to draft emails and documentation for clients about innovative technology offerings.
15. Assists the Information Security team, Office of the General Counsel and others with client technology surveys and technical components of outside counsel guidelines.
16. Coordinates with other areas/departments of the firm where overlap exists to develop efficient procedures/communications to streamline processes and satisfy various department needs.
17. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Position Specifications

Education

- Bachelor's degree or an equivalent.
- J.D. or equivalent preferred but not required.

Work Experience

- A minimum of five years' relevant experience required.
- Law firm or professional service experiences experience preferred.

Knowledge, Skills & Abilities

- Excellent writing skills, including the ability to explain technical systems and concepts in plain language.
- Excellent operational skills (e.g., organizing, planning, problem-solving and decision-making).
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm.
- Established interest in technology and ability to explain technical information to a varied audience.
- Knowledge of legal technology and AI tools, including Generative AI, for the legal profession.
- Thorough knowledge and proficiency in standard PC-based applications, including Windows 10 and the Microsoft Office application suite.
- General knowledge of legal specific applications, productivity, and collaboration tools.
- Ability to work in a team environment with a customer-service focus.
- Ability to manage work of others to ensure compliance and accuracy.
- Advanced communication skills, both written and verbal
- Ability to manage confidential and sensitive information with the appropriate discretion.
- Ability to perceive and analyze complex problems, and a capacity to make or recommend sound decisions.

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- Advanced organizational skills needed to manage time well, prioritize effectively, and manage multiple deadlines.
- Ability to undertake large, long-term projects, develop alternative methods to complete them, and implement solutions.
- Ability to use independent judgment and discretion when making majority of decisions.

Additional Requirements

- Occasional / moderate / frequent 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.