Technology Trainer

PeopleSoft Job Code / Title: 5273 / Technology Trainer
Department / Subdepartment: Technology & Information Services
Organizational Relationship: Reports to the Manager of Technology and/or Supervisor
FLSA Status: Non-Exempt
UCM Level: Level 2
Last Updated: October 3, 2022

General Summary:

The Technology Trainer provides a variety of software training to the employees of Latham & Watkins. He or she identifies training needs of Latham employees via training requests, new technology and analysis. The Trainer is also responsible for working with his or her team to develop and implement effective training programs by using a variety of different tools and software.

Essential Duties and Responsibilities

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

1. Provides assistance and training to end users for firm-approved applications in a variety of different methods (e.g. classroom, one to one, and remote training). Software includes: M365 Office Suite, MS Teams, iManage 10, Litera Change-Pro, Intapp Time (DTE), Remote computing (VDI, VPN, Remote Desktop Services), Cisco phone software, Adobe Acrobat and other programs as deemed necessary.
2. Works with team members in Technology or other departments to identify training needs, and create methods for proper instruction. Analyzes an individual's training requests and provides resources to meet those needs. Also develops training initiatives based on analysis of help desk reports.
3. Prepares training documentation, handouts, instructions, follow-ups, and other materials as needed.
4. Participates in firmwide training conference calls and/or smaller working groups to prepare for upgrades, writing materials, and learning processes.
5. Creates classes designed to promote learning. Training may be given via classes, demonstrations, or one-on-one training.
6. Coordinates and schedules all aspects of classes including creating training reports, scheduling conference rooms, coordinating audio/visual, sending invitation confirmations and reminders, and keeping record of trainee attendance.
7. Works with the Global Technology Training group to ensure consistency of training programs firm wide.
8. Participates in planning for and implementation of all other software upgrades. Assists with office-wide or other upgrades.
9. Evaluates and customizes training rollouts in order to meet local office specific needs for new hire training, technology rollout training, or ongoing education.
10. Utilizes the firm's learning management system to administer training programs. Coordinates with local office to ensure training programs are communicated.
11. Troubleshoots various document and software issues. Tests, recommends, and applies solutions to technology dilemmas.
12. Works with Mobile Device Management software, mobile devices and MS Authenticator to support all mobile service offerings.

13. Coordinates with other areas/departments of the firm where overlap exists to develop efficient procedures/communications to streamline processes and satisfy various department needs.
14. Assists with special projects on various issues as needed.
15. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Knowledge, Skills, and Abilities

- Demonstrates excellent communication skills across all media, with expert technical writing abilities and strong presentational skills, including the capability to deliver instructional presentations to an audience
- Possesses well-developed professional interpersonal skills, enabling effective interaction with individuals at all organizational levels within the firm
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Ability to handle confidential and sensitive information with the appropriate discretion
- Ability to work in a team environment with a customer service focus
- Expert knowledge and proficiency in a wide variety of software programs, including Windows 10 and Microsoft Office 365, MS Teams, iManage 10, Litera ChangePro and timekeeping software.
- Advanced knowledge of Adobe Acrobat
- Knowledge and proficiency with handheld wireless devices (i.e. BlackBerry, iPhone, and Android) in a corporate environment
- Knowledge and proficiency of various remote communication methodologies required, including RDS, RSA SecurID, MS Authenticator technology, Horizon Client and VPN
- Analytical skills needed to troubleshoot a variety of symptoms, diagnose problems, test, recommend, and implement solutions to technology problems
- Leadership skills (i.e., organizing, planning, problem-solving and decision-making) necessary for effective mentoring
- Quickly develops knowledge of L&W templates and macros, the intranet, and additional support of hardware and applications
- Develops knowledge of the firm's learning management system

Position Specifications

Work Experience
- Five (5) years' software training experience desired
- Experience in technical documentation desired

Education
- High School Diploma or equivalent required
- Bachelor's degree in Computer Science, Information Systems, or related field preferred

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
- Occasional travel 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.

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