

Workplace Experience Systems Analyst I

PeopleSoft Job Code / Title: 7019/ WE Systems Analyst
Department / Subdepartment: Workplace Experience
Organizational Relationship: Reports to Workplace Experience Applications Support Manager
FLSA Status: Non-Exempt
UCM Level: n/a
Last Updated: October 21, 2025

General Summary:

The Workplace Experience Systems Analyst is a pivotal role responsible for supporting WE Systems Technology, Knowledge, Training, and Reporting platforms. The Analyst is passionate about staying at the forefront of emerging technologies, with a deep enthusiasm for agentic AI and demonstrated expertise in applying it creatively and effectively. They are responsible for analyzing, implementing, and optimizing automation, chatbots, Artificial Intelligence (AI), including GenAI, and other modern solutions to enhance the Workplace Experience, streamline workflows, and improve operational efficiency. The Analyst is a self-starter, highly organized, customer-service oriented, and possesses excellent communication skills.

Essential Duties and Responsibilities:

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

1. Collaborates with cross-functional teams to design, develop, and deploy AI enhancements that improve operational efficiency and user experience.
2. Identifies opportunities for new AI technologies and works with the WE Systems team on creating new, or improving existing, machine learning and predictive analytics within Workplace Experience.
3. Helps maintain, track, and improve multiple applications, systems, technology tools, and services supported by the WE Systems team and its global partners.
4. Provides systems access to new users; troubleshoots issues and concerns and participates in quality assurance testing and monitoring programs.
5. Creates, drafts, and publishes workflows, reports, presentations, meeting minutes, and project schedules.
6. Understands internal and external clients' requests and maintains the skills, knowledge, and know-how to clarify requests in order to deliver desired results.
7. Utilizes project and task management tools to track personal and team progress on a multitude of projects and initiatives.
8. Generates reports, supports data integrity, and follows up with users to ensure and track usage and adoption.
9. Provides administrative support for periodic status meetings, provides regular guidance and training for users and administrators; gathers feedback to identify areas that need to be updated/expanded.
10. Supports the creation of teaching aids, such as outlines, handouts, instructions, tip sheets, online learning, Tips of the Week, and other reference materials.
11. Assists with the maintenance and administration of space, facilities, and other applications and processes utilized by Workplace Experience teams.

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12. Tests and provides feedback on new software, hardware, and business process training tools and resources.
13. Acts as liaison to coordinate implementation; uses Change Management protocols to transition updates into the production environment.
14. Participates as a member of Workplace Experience project teams.
15. Regularly reviews, updates, and analyzes reports, features, applications, and technical tools utilized by Workplace Experience teams.
16. Supports effective work practices and teamwork.
17. Performs other duties as assigned.
18. Promotes effective work practices, works as a team member, and shows respect for co-workers.

Position Specifications

Education

- A bachelor's degree or equivalent in Computer Science or Information Systems is preferred.

Work Experience

- A minimum of three years' computer-based customer support experience required.
- Previous experience as a technology support, help desk, or professional support assistant preferred.
- Experience in technology support, documenting processes, and technical requirements.
- Experience working with AI agents and creating complex prompts.

Knowledge, Skills & Abilities

- Knowledge of multiple technology applications with the ability to relay this knowledge through training and resource materials to other team members on a global scale.
- Strong knowledge of graphics programs, such as Adobe Illustrator, as well as Microsoft Office 365 applications.
- Excellent oral and written communications skills.
- Ability to learn new applications and concepts quickly in order to test and support new applications the firm will roll out in the future.
- Ability to think logically and have an analytical mind in order to diagnose problems and bring about rapid resolutions.
- Ability to work independently and flexibly in a high-pressure environment.
- Ability to display a courteous and helpful attitude at all times.
- Ability to be a team player in order to work collaboratively with a highly skilled technology team.
- Ability to handle confidential and sensitive information with the appropriate discretion.

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.