

# Manager of Litigation Support Services

## Litigation Support Services Department

### Summary:

As part of the Litigation Support Services Department, this position is responsible for management and coordination of a firm-wide group of litigation support analysts and related professionals with the goal of providing high-quality, cost effective, litigation support for the firm's matters.

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### Qualifications:

- BA or BS degree required.
  - Minimum of 5 years of experience working in the litigation support management area of an AMLAW 100 firm; alternatively, similar experience with a top tier litigation support services provider, plus at least 2 years' experience within an AMLAW 100 firm in a litigation support or paralegal capacity.
  - Minimum of 2 years of supervisory experience in litigation support.
  - Excellent communication, organizational, technical writing and interpersonal skills; strong service orientation and ability to develop effective working relationships with others, including legal teams and vendors, and staff.
  - Ability to propose solutions to complex case challenges.
  - Experience in advising on and performing document inventory, deduplication, search, and culling techniques to reduce volume, identify potentially responsive or privileged documents, and reduce costs.
  - Sufficient experience in case management to initiate and navigate vendor relationships on an escalated level on cases that may be large or have special needs.
- ### Duties and Responsibilities:
- Identifies and supports document review tools and services; as well as other litigation support technologies such as transcript management systems, case management systems, and eDiscovery tools for litigation teams.
  - Coordinates and supervises staff firm wide to ensure high performance and attention to firm policies. With the Director or LSS, maintains appropriate staffing levels, makes salary recommendations, hires evaluates, and disciplines staff; makes termination recommendations in coordination with LSS Director and other firm management.
  - With the LSS Project Managers, assists in the planning, design, implementation and maintenance of in-house and hosted litigation databases, including the preparation of estimates.
  - Along with the Director of LSS, manages and coordinates the firm's litigation support and eDiscovery service provider relationships.
  - Works with Records and Facilities to ensure adequate physical space and other facilities are available for source code reviews and other case-related projects.
  - Monitors costs, productivity, quality and performance of internal support efforts and hosted projects.
  - Maintains current knowledge of the capabilities and pricing of outside service providers for collection, processing, hosting, and production.
  - Participates in the design and delivery of training regarding the use of litigation support technologies for all levels of LSS staff, lawyers and paralegals.
  - Stays current on the rapidly changing technology developments relating to litigation support.
  - Identifies common case requirements and coordinates the preparation of various standardized procedures, workflows and materials with attention to industry recommended practices.

## Qualifications (continued):

- Proven ability to succeed as a team leader who will coordinate tasks with others in the department and with vendors.
- Experience supporting multiple document review tools such as Nuix Discover, Concordance or Relativity, including the use of document review workflow tools and technology assisted review.
- Experience supporting tools for case and transcript management such as CaseMap and Case Notebook or Opus2.
- Ability to work under pressure and to propose solutions,
- Prior trial experience helpful.

## Duties and Responsibilities (continued):

- Assigns cases to LSS staff according to case needs and distributes workloads equitably. Builds teams to support large matters.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

**Status:** Exempt

**Reports To:** Director of Litigation Support Services

**Workplace Type:** Remote (must be local to DC or SF office)

Salary range is \$170,000 - \$249,000 depending on location and experience level.

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