

JOB DESCRIPTION

Position Title:	Practice Support Specialist	Department:	Practice Support
Reports to:	Attorney(s) for Work Product; Director Practice Support for Administrative Matters	FLSA:	Non-Exempt

Overall Objective of the Position:

This position supports the Practice Support department with analytical thinking and complex technical legal practice through application development, data processing, validation management, workflow analysis, and attorney training. The focus of this position is applying quality control protocol, utilizing best practices and consistently applying those standards.

Essential Duties and Responsibilities:	<ul style="list-style-type: none"> • Maintain basic skills with all technology used at the firm and develop these skills as time permits • Assist others in practice support with the creation of written best practice guidelines, work flows, and forms to apply within the department or in case/deal management. • Create new cases in case management software, set-up initial views and populate all data • Oversees and coordinates with practice support vendors. • Maintain all TextMap databases, organize deposition exhibits and proper linking in TextMap and CaseMap • Train attorneys, paralegals and staff on case management tools and other technology as well as best practices in leveraging technology for the most efficient practice of law • Maintain firm documentation of all ESI received from clients and copies of all outgoing ESI from the firm. • Assists legal records with proper filing techniques and helps develop new tracking initiatives. • Closely monitors project/case status and provides routine status reports including task completion reports and data delivery schedules • Handle destructions and archival of all client matter data under firm retention policy guidelines. • Record all time for client matters; do not self-audit billable time but allow attorneys to write-up or write-down as needed • Reconcile PACER invoices and submit to accounting for payment • Track and record all time worked contemporaneously and accurately. • Provide quality control on all aspects of data manipulation and production. • Other duties as assigned.
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Qualifications:	<ul style="list-style-type: none"> • Knowledge of a broad variety of legal technology software systems • Plus if you have knowledge of or have worked with: CaseMap, TextMap, Relativity, HighQ, DocuSign, Kira, Luminance, or iCompli
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	<ul style="list-style-type: none"> • A quick learner of new information technology software systems • Strong technical aptitude • Ability to define problems, collect data, establish facts, draw conclusions • Able to handle stress and high pressure situations • Critical Thinking & Problem Solving: recognizes problems or situations that are new or without clear precedent; evaluates alternatives and find solutions using a systematic, multi-step approach; develops improvements and innovations to enhance performance. Able to prioritize tasks and perform under tight deadlines • Customer service attitude towards all staff including attorneys, paralegals and assistants when asked to help out with a matter or perform a specific task in any department • Extreme attention to detail is required • Ability to provide technology training to individuals or groups, to continually learn and provide instruction of a variety of software applications • Not easily intimidated/fearful of asking questions of a superior or attorney. Able to diplomatically point out when either is incorrect in their assessments of situations.
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PRE-REQUISITE KNOWLEDGE, SKILLS AND ABILITIES:

1. Bachelor’s degree in related field of study or equivalent relevant experience.
2. Comprehensive understanding of Electronic Discovery guidelines, including preservation, collection, processing and production protocol.
3. Understanding about how corporate deals work and how a deal process gets done.
4. Ability to organize and prioritize numerous tasks and complete them under time constraints. Ability to concentrate and pay close attention to detail when evaluating legal matters.
5. Ability to proofread typed material for contextual, grammatical, typographical or spelling errors.
6. Interpersonal skills necessary in order to communicate in person, by e-mail and telephone and follow instructions effectively from a diverse group of clients, attorneys and staff and provide information with ordinary courtesy and tact.
7. Work occasionally requires more than 37.5 hours per week to perform the essential duties of the position; may require irregular hours.
8. Ability to operate standard office equipment such as computers and photocopiers.
9. Ability to travel to private and public buildings, locally and statewide, via private or public conveyance to assist attorneys in attending to client needs on legal matters.

PHYSICAL EFFORT AND PHYSICAL WORK ENVIRONMENT:

Section 1

Sedentary Work: Lifting 20 lbs. maximum and occasionally lifting and/or carrying items such as files, boxes, binders, exhibits, and office equipment. Walking and standing are required moderately.

Section 2 (Expressed in percentage of time engaged in activity)

Factor #1 - Frequency	<u>20%</u>	Factor #4 - Frequency	<u>100%</u>
<ul style="list-style-type: none">• Lifting• Carrying	Pushing Pulling	<ul style="list-style-type: none">• Reaching• Handling	Feeling Keyboarding
Factor #2 - Frequency	<u>0%</u>	Factor #5 - Frequency	<u>100%</u>
<ul style="list-style-type: none">• Climbing• Balancing		<ul style="list-style-type: none">• Talking (Expressing or exchanging ideas by means of the spoken word.)• Hearing (Perceiving the nature of sounds by the ear.)	
Factor #3 - Frequency	<u>10%</u>	Factor #6 - Frequency	<u>100%</u>
<ul style="list-style-type: none">• Stooping• Kneeling	Crouching Crawling	Seeing (Visual acuity, depth, perception, field of vision, color vision)	

Section 3

Factor #1 - Frequency	90%	Mechanical hazards such as from using sharp tools, hand trucks, etc.	
Work is performed inside			
Factor #2 - Frequency	0%	Factor #6 - Frequency	0%
Extremes of heat, cold or temperature changes		Electrical hazards	
Factor #3 - Frequency	0%	Factor #7 - Frequency	0%
Humidity or wetness		Fire or chemical hazards	
Factor #4 - Frequency	0%	Factor #8 - Frequency	0%
Noise and Vibration		Fumes, odors, toxic conditions, dust, poor ventilation (may be more prevalent depending on office location)	
Factor #5 - Frequency		5%	