Practice Support Manager – Maslon LLP

This position manages the Firm’s Practice Support and Solutions function, including library, knowledge management, and end user support and training. Responsible for providing exemplary service and support to assist end users in utilizing technology and accessing information resources, assisting in the delivery of innovative solutions, and managing the training and communication on key information technology and knowledge resources. Also responsible for the supervision, collection/resource evaluation and management, invoice management, and contract/subscription maintenance, and research services. This is a hands-on position that requires a balance of legal practice support, technology, communication, and project management skills.

Reports To: Chief Information Officer

Supervises: Trainer, End User Support/Helpdesk Specialist, Library Assistant

Primary Duties and Responsibilities:

**Practice Solutions and Support**

* Collaborate with practice groups to identify, design and deliver technology and information resource solutions.
* Provide support and consultative guidance on best practices for using the firm’s technology tools in all practice areas of the firm including legal research, practice specific technology solutions, document production, and matter workflow.
* Provide support for practice specific tools and library resources.
* Proactively reach out to end to users to ensure end user needs are being met.
* Serve as a point of escalation for support and end user inquiries.

**Training & Communications**

* Work with CIO and Trainer to define training strategy and curriculum.
* Manage training efforts and assist Trainer in training end users in the effective use of practice technology.
* Lead the creation of learning and development resources, including training guides, e-learning, and advisories.

**Project Management**

* Assist with the evaluation and rollout of new tools, software, and solutions.
* Ensure training and support personnel are prepared for the release of new tools, software, and solutions.
* Lead feedback and input gathering session with internal focus groups.

Information Resources, Knowledge Management, Library Services

* Oversee Library circulation and manages the firm’s print/electronic information resource catalog.
* Lead the ongoing development and administration of the firm intranet and knowledge resources.
* Manage the receipt and inclusion of new information resources (i.e. looseleafs, inserts, etc.).
* Evaluate new products and services to improve Information Resource services and operations.
* Supervise relationship with external research team and assists with research requests as needed.
* Collect, prepare, and communicate Information Resources reports, statistics, and metrics.
* Review and approve expenditures and tracks these against the approved budget.

Interested candidates should contact Debra Hartfiel via email at [debra.hartfiel@maslon.com](mailto:debra.hartfiel@maslon.com)

Maslon LLP is an Equal Employment Opportunity and Affirmative Action employer. Our firm continues to be dedicated to providing a workplace that is free of unlawful discrimination, harassment, and retaliation.

Maslon is committed to the safety and health of its partners and employees. Where permitted by applicable law candidates must have received or be willing to receive the COVID-19 vaccine by date of hire to be considered for employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.