

Position Description

Position: Practice Support Specialist
Department: Practice Support
Office: Chapel Hill/Raleigh
Reports to: Director of Practice Support
FLSA Status: Non-exempt

Robinson Bradshaw is a full-service corporate law firm committed to delivering a superior client experience at every level of the organization. Since our founding in 1960, we've grown to more than 165 attorneys across four offices in North and South Carolina, including our headquarters in Charlotte. Our 100+ professional staff members play an integral role in our firm's success, and we are interested in welcoming individuals to our team who value collaboration, hard work and integrity. Robinson Bradshaw offers an unparalleled opportunity to work alongside exceptional legal talent, a comprehensive compensation package that sets the bar in our industry, and the ability to grow as a professional. We're proud to say our team members enjoy working here and working with each other.

Summary:

Robinson Bradshaw has an exciting opportunity for legal administrative professionals to utilize their skills in the exciting area of e-discovery and practice support. The practice support specialist 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. If you're an experienced legal administrative professional and would like to enhance your skills and apply your knowledge to practice support, we'd love to talk with you!

Responsibilities:

- 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.
- 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.

Qualifications:

- Bachelor's degree preferred.
- Understanding of Electronic Discovery guidelines, including preservation, collection, and processing and production protocol preferred.
- Knowledge of a broad variety of legal technology software systems.
- Preference given to candidates who have knowledge of or experience with: CaseMap, TextMap, Relativity, HighQ, DocuSign, Kira, Luminance, or iCompli
- Experience working in a law firm or corporate legal department required.
- Ability to organize and prioritize competing tasks under time constraints.
- Strong technical aptitude and ability to continually learn new software.
- Ability to think clearly and provide solutions to problems that may be unique in nature. Approach problems with a systematic, multi-step approach; develop improvements and innovations to enhance performance.
- Above-average attention to detail required.
- Ability to concentrate on detailed work.
- Ability to proofread typed material for contextual, grammatical, typographical or spelling errors.
- Effective verbal and written communication skills with the ability to work with clients and individuals at all levels of the organization.
- A positive attitude and a team-focused work ethic.
- Work occasionally requires more than 37.5 hours per week to perform the essential duties of the position; may require irregular hours.
- Ability to operate computers and standard office equipment.
- Ability to travel to private and public buildings throughout North and South Carolina to assist attorneys in attending to client needs on legal matters.