Job Posting:
Client Collaboration Services Specialist

Client Collaboration Services Specialist
Orrick, Herrington & Sutcliffe LLP
Location: Multiple Offices (Los Angeles; Menlo Park; Orange County, Portland, Sacramento; San Francisco; Santa Monica, Seattle, or Wheeling, WV)
Job#200001

What you need to know: Successful applicants will be required to provide proof of being fully vaccinated against COVID-19 prior to the commencement of employment. Applicants who wish to apply for a medical, religious accommodation or any other accommodation required under applicable law can do so later in the process (accommodations are not guaranteed and are decided on a case by case basis).

Are you a high-energy individual who thrives in professional services and technology environments? Do you love working with smart, dynamic, collaborative teams? This may be the opportunity you have been looking for!

Orrick currently has an excellent opportunity for a Client Collaboration Services Specialist. This position could be based in any of our following U.S. offices: (Los Angeles; Menlo Park; Orange County, Portland, Sacramento; San Francisco; Santa Monica, Seattle, or Wheeling, WV), and our London office.

What will you do? The Client Collaboration Services Group is responsible for designing, configuring and supporting firm extranets and for identifying and delivering other collaborative legal service solutions for our attorneys and clients.

- Collaborates with legal teams to analyze lawyer and client requirements, including relevant workflow, business processes and technical requirements. Uses independent judgment to determine best possible extranet solutions based on internal and external client needs.
- Uses firm tools to design and implement content sharing and collaboration strategies. Demonstrates the technical capability to efficiently create new extranet sites, creating security groups and special permissions, and other features requested by legal teams.
- Research other file sharing and collaboration tools on the market to help ensure that the firm understands offerings from third-party providers.
- Regularly communicates project expectations and status to legal team members, clients, and other stakeholders in a timely and clear fashion.
- Provides knowledgeable and responsive support to legal teams and external parties in daily use of extranets and best practices in publishing content to extranets. Properly routes support requests to team members, service desk, and other firm resources as appropriate and follows up to ensure resolution and client satisfaction.
- Provides training to attorneys, staff, and clients on the regular use of extranets and other client-facing systems so they can maintain the same on their own. Writes and edits training documentation.
- May assist with publishing or organizing documents and other content to extranet sites.
- Promotes the firm’s extranet and collaboration solutions to educate legal teams and support staff regarding the firm’s capabilities.

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• Keep up with changes to our existing collaboration platforms by reviewing production release notes and attending vendor webinars.
• Tests and documents new technologies and processes, and trains legal teams on how to best use them. Demonstrates both the technical capability to explore new technologies and the knowledge of legal processes necessary to understand how legal teams can benefit from them. Works with other members of the IT group, attorneys, and staff to test and validate new extranet features.
• Draft clear and concise help guides for frequently-used features.
• Reviews Service Desk reports regularly to identify, troubleshoot, and prevent extranet-related issues. Provides documentation and instruction to the Service Desk enabling them to provide basic support on our platforms.
• Serve as a point-person for the Records department for incoming and outgoing file transfers, and work with Records and other groups to ensure compliance with current information governance policies.
• Ability to run reports on our tools to measure usage, and then be able to synthesize this information to determine if we need to adjust our support for the tool and its features.
• Possesses a high degree of technical experience and problem-solving capability to provide solutions when clients, lawyers and staff report technical issues with our sites and systems.
• Complete regular tasks in a timely fashion which may include tracking new site setups, removing departed users and assisting in file-management related projects.
• Works independently to accomplish daily tasks, using good judgment to prioritize projects. Able to adapt quickly when priorities shift.
• Acts in a professional manner, provides quality service, and presents a “can do” attitude.
• Maintains discretion and confidentiality regarding client and firm information, projects and strategies.

Qualifications:

• Four-year degree from an accredited college or university or equivalent work experience.
• Five or more years’ experience in a professional services firm delivering legal and/or technical services.
• Strong familiarity with either litigation processes and/or with the delivery of transactional legal services in large law firm environments.
• Technical sophistication and working understanding of information systems environments and web-based technologies.
• In depth understanding of Microsoft Office tools is required.
• Experience with content management systems.
• Experience providing technical support, following a logical problem resolution process while offering a high level of customer service to clients, lawyers and staff experiencing technical issues.
• In depth understanding of Portable Document Format (PDF) files, including the searching and optimization of such files.

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CLIENT COLLABORATION SERVICES SPECIALIST (Continued)

- Basic knowledge of HTML and/or graphical web design programs desirable.
- Ability to work independently with minimal supervision.
- Detail-oriented and capable of managing multiple technical tasks in a fast-paced environment.
- Team player able to adapt to a changing environment and priorities. Ability to assess conflicting priorities and manage work efficiently.
- Ability to approach problems with a sense of ownership, enthusiasm, and innovation.
- Excellent organizational and interpersonal skills, including strong verbal and written communication skills.
- Confidence in public speaking and presentations.
- Ability to maintain discretion and confidentiality.

Who is Orrick? Orrick is a global law firm focused on serving the technology & innovation, energy & infrastructure and finance sectors. Founded more than 150 years ago in San Francisco, Orrick today has offices in 25+ markets worldwide. We are recognized worldwide for delivering the highest-quality legal advice through our diverse teams and for our culture of innovation and collaboration. Financial Times selected Orrick as the Most Digital Firm of 2020, and in the past five years, the Most Innovative Law Firm of the Year three times and runner-up twice. For the sixth year in a row, Fortune named Orrick to its 2021 list of the 100 Best Companies to Work For. Learn more about our awesome employee experience here: Fortune 100 Great Place To Work certified company*. Orrick offers a collaborative work environment, competitive salary, and excellent benefits, from wellness and mindfulness programs to social impact opportunities, professional staff affinity group communities and generous paid time off.

Please visit www.orrick.com for more information about the firm.

How to Apply: If you are searching for a chance to create an impact, you have a little grit and you love working with a team, we want to talk with you. To submit your resume and cover letter for this position, please visit our Staff and Paralegal Opportunities Listings at www.orrick.com/Careers.

London applicants, please email your resume along with a cover letter to mtucker@orrick.com.

No phone calls please.

We are an Equal Opportunity Employer.

Consistent with the SF Fair Chance Ordinance, an arrest and conviction record will not automatically disqualify a qualified applicant from consideration.

Qualified applicants with criminal histories will be considered for the position in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring.

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