| Role Description | | | |
|---|---|---|---|
| Practice Group | Information Technology | | |
| Product Group | Service Excellence | | |
| Sub-Team | Collaboration & Portals | | |
| Role | Product Specialist - Collaborate | | |
| Job Family | 2 | Contract Type | Permanent |

**The Service Excellence Services Team (SES)**

The SES Team was initially created in 2018 to focus on working with legal teams and clients to develop our outward facing technology solutions and further increase our innovation offering. We at Eversheds Sutherland understand the need to ensure the fundamentals are delivered across the firm, but also that there will be a growing need to look at emerging and innovative technology to allow the firm to continue to deliver a quality service to our Clients. The Team focuses on how we can improve the service we deliver to our Clients across the firm, whether that's through the use of technology, innovation or process improvements.

**Main Purpose of Role:**

The Product Specialist acts as a key member of the SES team supporting the delivery of the Collaboration & Portals strategy using their expertise and knowledge to enhance awareness and ensure the adoption of the solutions in day to day practice whilst focussing on delivering an outstanding client experience.

Product Specialists work with the Product Owner, Solution Manager, Practice Groups and directly with clients on day to day activities to support the business requests for their products which can include new sites, training or troubleshooting and delivery of the product roadmap. You will be required to have a deep understanding of the product, help establish best practice within the team, and proactively work towards increasing our knowledge and usage of the product across both the SES Team and within the Practice Group Tech Teams. You will also have the freedom to identify new opportunities with the product base and develop prototypes to pitch to the practice groups.

They will support the Product Owner in raising awareness or the ongoing pipeline of work.

Working predominantly with the HighQ Collaborate platform, Product Specialists work with the business to understand requirements, progress with the development/configuration against those requirements, complete user testing and support go live activities. They are the experts in their products from a technical point of view, being the go to people for capability queries and actively feed ideas for enhancements or fixes into the product backlog for consideration. They work with the Product Owner to provide estimates on the effort required to deliver each phase for the Product Owner to agree priorities and manage the expectations of the business.

Primary accountabilities of the Role;

- Reporting to the Legal Tech Solutions Manager the Product Specialist will support the delivery of the HighQ Collaborate strategy in line with the SES firm-wide strategy.

- Embeds themselves within the firm as an expert for HighQ Collaborate, understanding what is achievable and how, as well as helping to define specific solutions to requirements.

- Proactively works to deliver ongoing benefits across HighQ Collaborate, working with stakeholders to understand the needs and detailed requirements.

- Works with stakeholders in driving the awareness and adoption of HighQ Collaborate, supporting with any initial issues where appropriate.

- Helps to support with upskilling stakeholders in HighQ Collaborate across the practice groups. To

achieve this the Product Specialist will be required to work collaboratively with the Product Owner, practice group technology teams to share best practice and experiences on how to get the most value.

- Manages a busy workload day to day with the ability to prioritise work and achieve time sensitive deadlines.

- Builds excellent relationships within the practice groups and with international operations teams working collaboratively with them to understand their requirements alongside any challenges in order to deliver a legal technology solution that is fit for purpose.

- Assists with the introduction and embedding of new HighQ Collaborate solutions to ensure a seamless integration and use for lawyers and fee earners.

- Deploys agile project management methodologies as well as IT best practice to provide an excellent and efficient service to all stakeholders.

- Assists with any upgrades, integrations or configurations of existing HighQ Collaborate solutions ensuring that solutions are thoroughly tested and any quality issues are resolved. This may require working with the appropriate Suppliers and/or other Teams within the wider D&O Teams

- Define, design, tests and implements HighQ Collaborate solutions that allows lawyers and fee earners to work more efficiently and to deliver excellent client experiences whilst also proactively identifying opportunities to add value through their interactions with stakeholders.

- Collaborates with the cyber security team to ensure best practice, especially when sharing technology solutions with clients.

- Collaborates with the Risk and IT teams to ensure that relevant IT and Risk policies are adhered to and that any legal technology matters are compliant with quality and procurement policies.

- Acts as a point of escalation for any issues identified that cannot be resolved by the Support Teams and responds to them within a timely fashion, managing communications to those impacted accordingly.

- Takes responsibility for any ongoing/regular maintenance activity required.

**Key Capabilities and Behaviors**

Experience of the following (in order of importance):

- HighQ knowledge and experience would be beneficial but not mandatory.

- HTML, CSS or JAVA coding experience would be beneficial but not mandatory.

- Strong day to day self-management with a focus on service excellence and delivery whilst role modelling exemplary behaviours in line with the firm's purpose and values.

- Has a good technical ability and proficiency with the ability to translate this in to an understandable manner for a variety of audiences to understand.

- Excellent communication skills in a variety of situations and when dealing with a variety of challenging stakeholders.

- Strong analytical skills with the ability to use their expertise within HighQ Collaborate to define suitable and quality solutions to complex problems as well as estimate the effort required to deliver them.

- Confident and credible in dealing with internal and external stakeholders with the ability to build lasting and strong relationships.

- Innovative and solution oriented with a positive outlook.

- Pragmatic, robust and resourceful, with the ability to adapt quickly to different situations and personalities.

- Follows and adheres to compliance with best practice and firmwide policies.