

Litigation Technology Administrator

Practice group/Global Operations team:

Litigation & Dispute Management

Type of Vacancy:

Permanent

Full time/Part time:

Full-Time

Location:

London / Cardiff

About Eversheds Sutherland:

Eversheds Sutherland represents the combination of two firms with a shared culture and commitment to client service excellence. We are each known for our commercial awareness and industry knowledge and for providing innovative and tailored solution for every client.

As a full service law firm, we act for the public and private sector across the UK, Europe, Middle East, Africa, Asia and the USA providing legal advice to clients across its company commercial, human resources, litigation and dispute management, and real estate practices.

With 69 offices across 34 countries worldwide, we have become one of the largest law firms in the world and a great place to work and develop your career.

The Team

We have an exciting opportunity for a Litigation Technology Administrator to join the Propel team in Cardiff or London. This role supports the delivery of Litigation Technology Services to our clients and provides project support to the legal teams as well. Litigation Technology services are tied to our product called CaseReady, a dynamic electronic bundling and trial preparation tool hosted by Opus 2. You could find out more details on CaseReady [here](#).

CaseReady sits in the heart of the new virtual reality in terms of trial preparation and support of legal teams in litigation cases. The platform is fully integrated with Courtroom Virtual Hearings and allows our team to grab a front seat not just in the support of those hearings but also, software development around it. It is truly a unique team setting.

Responsibilities:

As part of this role, you can expect to be involved in:

1. Hands-on litigation technology support;
2. Training on the Opus 2 platform and knowledge of the software and its key features;
3. Creating and administering workspaces and adding users;
4. Uploading electronic documentation to Magnum and organising and hyperlinking the same in accordance with instruction where additional support is required by case teams;
5. Manipulating CSV files to import and export data, further to our training;

6. Processing bulk exports and undertaking offline quality control processes prior to printing;
7. Advising on best practices and assisting with general technical queries;
8. Troubleshooting user issues by way of 1st line support and escalating as necessary to Opus 2's 2nd line support team, working with them until a resolution is reached; and
9. Maintaining a comprehensive and up-to-date knowledge base of Magnum and internal workflows and processes.

Core Skills:

1. Interest in technology, processes and systems;
2. Proficiency in Microsoft Office applications (particularly Excel) and PDF software (e.g. Nitro);
3. Strong troubleshooting and problem-solving skills;
4. Strong verbal and written communication skills;
5. Strong attention to detail; and
6. Ability to multi task and use own initiative.

Desirable:

1. Computer science or legal degree;
2. Familiarity with Windows operating systems and web technology; and
3. Experience working in a professional, client-facing support role in the legal technology industry.

We're a modern, progressive law firm. We think differently and we've built a culture where individual skills and personalities can shine through. At Eversheds Sutherland, we believe that innovation comes from a culture of genuine equality and diversity and we are happy to discuss any reasonable adjustments individuals may require in the recruitment process, or once in post.

In addition to the above, Eversheds Sutherland also require awareness of and full participation in the Firm's commitment to equality and diversity, the environment and health and safety.