

Electronic Services & Content Integration Analyst

Baker & Hostetler LLP

Our **Practice Services** department has an excellent opportunity for an **Electronic Services & Content Integration Analyst** in either the **Columbus, Orlando, or Philadelphia** office. This position reports to the Legal Content Services Manager and provides support in a traditional and virtual environment along with the Legal Content and Research Services (LCRS) staff in other Firm locations. Primary responsibilities include coordinating with IT, vendors, legal researchers and the Legal Content Services Manager to improve access to electronic resources, as well as testing, configuring, updating, troubleshooting and implementing the Practice Service's electronic tools and resources.

Responsibilities include the following. Other duties may be assigned:

General

- Communicate effectively with publishers and other information providers to advance the interests of the Firm.
- Demonstrate a commitment to customer service, strong written and verbal communications skills, strategic thinking.
- Gather, compile and maintain statistics using a variety of programs and ensure the veracity and QA of the information sources.
- Keep up-to-date on changes and developments in electronic resources and develop knowledge of unique qualities of each product.
- Test new services and products for possible addition to collection.
- Recognize the value of professional networking and actively participate in professional associations and online communities.

Intranet and Technology Management

- Assist in designing and maintaining the LCRS intranet pages and how they interact with all facets of the Firm-wide intranet.
- Manage the front facing links of LCRS subscriptions and enhancements and liaise with the LRS team about end user trainings associated with these subscriptions.
- Provide regular updates to Legal Content Services Manager and staff on the status of ongoing projects and resolution of electronic resource issues.
- Maintain and use the department's Integrated Library System (EOS) and act as lead to the catalogers inputting records in the OPAC.
- Manage the Firm's monitoring and password maintenance tool (Research Monitor), and research request ticketing platform (Quest). Troubleshoot when issues arise and work with end users, vendor, and IT department to find a resolution. Schedule and oversee roll out of product upgrades to Firm's server and desktops. Train new users of these tools and respond to request for backup for billing of online research charges.

- Participate in development of intranet resources, including advising LCRS Managers on content use patterns and practice group needs.
- Work with LCS team to explore process and technologies to create work flow efficiencies.

Reference and Resource Training

- Assist Legal Content Services Manager in preparing written training materials for all electronic resources.
- Provide internal team training on use of legal content collection and commercial databases, including both instruction delivery as well as coordination of vendor lead training.
- Assist LCS Manager to work with practice group team leads to determine electronic resource needs and work with the Legal Researchers to develop practice specific materials and training.
- Act as a liaison between the LCRS team and the PMO office, assisting with the inception of ideas to deployment of database resources throughout the Firm.

Requirements:

- At least three years' experience in the delivery of online research or information systems management in a library setting, preferably at a law firm, however, equivalent combination of education and experience will be considered.
- Demonstrated proficiency in Microsoft Office Suite including Word, Outlook, OneNote, Excel, PowerPoint and Access. Experience with HTML, CSS, JavaScript debugging, XML, database design, SQL and server architecture a plus. Proven aptitude to learn new software applications.
- Strong analytical and communication skills both oral and written. Ability to speak effectively and respond to common inquiries or complaints from all levels of professional and support staff, clients, regulatory agencies, or members of the business community. Maintain effective relationships with partners, attorneys, vendors and staff and to exhibit a high degree of responsiveness, diplomacy and professionalism in these interactions.
- Excellent organizational and planning skills with ability to multi-task and prioritize multiple tasks and projects to meet deadlines. Ability to work overtime when needed. Work occasionally requires more than 40 hours per week to perform the essential duties of the position.
- Strong project management skills, strong client service approach and team orientation. Ability to define problems, collect data, establish facts, draw conclusions, and have well-developed analytical and resourceful problem-solving abilities. A tolerance for uncertainty and an ability to prioritize and complete simultaneous projects with minimal supervision.
- Outstanding creativity; flexibility and persistence; motivation and energy with the ability to work with little supervision and collaborate with other members of the team. Demonstrate good judgment, tact, and flexibility under pressure in a mixed-matrix environment with many stakeholders and potentially competing priorities.

About Baker & Hostetler LLP

BakerHostetler, one of the nation's largest law firms, represents clients around the globe. With offices coast to coast, our more than 940 lawyers litigate cases and resolve disputes that potentially threaten clients' competitiveness, navigate the laws and regulations that shape the global economy, and help clients develop and close deals that fuel their strategic growth. We have five core practice groups: Litigation, Business, Employment, Intellectual Property, and Tax. Within these groups are several large specialty practices, including antitrust, bankruptcy, healthcare, energy, middle market mergers and acquisitions, complex commercial litigation, data privacy and security, patent prosecution and international tax. Our attorneys have broad knowledge and experience in many industries, including energy, media, manufacturing, healthcare, financial services and insurance, consumer products, and hospitality. We distinguish ourselves through our commitment to the highest standard of client care. By emphasizing an approach to service delivery as exacting as our legal work, we are determined to surpass our clients' expectations. Our firm was founded on three core principles: to develop and sustain mutually beneficial, long-term relationships with each of its clients; to provide timely, responsive, and high quality legal services; and to be generous with both time and money to the communities where we work. We have consistently nurtured a collegial approach among our lawyers, assuring effective teamwork in handling client work, while maintaining a culture of providing exceptional legal counsel with a clear focus on value. We are committed to the continuous development of our people and of the resources essential to delivering effective and distinctive legal services worldwide.

How to Apply:

To apply, go to <https://careers.aallnet.org/jobs/12064345/electronic-services-content-integration-analyst>.