

# Director of Infrastructure Solutions

## Information Services Department

### Summary:

The Director of Infrastructure Solutions is responsible for managing all aspects of Covington's infrastructure and leads a team to design, engineer, test, implement, operationalize, and support infrastructure solutions to meet the needs of the Firm and its clients. This includes management of Covington's IT infrastructure portfolio, ownership of infrastructure solution strategy and roadmaps, responsibility to bring technical thought leadership for infrastructure, and oversight of ongoing support and maintenance.

#### • Overall Management Duties:

The Director's primary responsibility is to maintain and develop the Firm's technology infrastructure solutions. These services power the Firm's operations, serving a community of lawyers and staff in addressing time-sensitive client needs. The Director must be a proactive technology leader, focused on helping to guide the Firm as information technology takes on increasing importance and the work of lawyers and staff has become increasingly dependent on smooth-running and stable technology.

#### • Strategic Role at the Firm:

The Director's strategic, long-term role is to plan, budget, implement, and maintain the Firm's technology infrastructure in a manner that both efficient and cost-effective. The Director brings thought leadership to evaluate and recommend long-term technology strategies and recommend new and upgraded infrastructure solutions for final approval by the Chief Information Officer and Firm Management.

### Duties and Responsibilities:

#### Technology Oversight Responsibilities:

- The Director has the direct responsibility to develop and support the Firm's global infrastructure. Among other duties, the Director will:
  - Ensure that all environments and procedures are well positioned with current technology to ensure the ability to capitalize on new technologies.
  - Lead engineering teams across the lifecycle of solution development, from initial design and architecture through deployment and ongoing support.
  - Oversee ongoing evaluation of existing and new technologies to challenge the status quo and identify opportunities to drive continuous improvement for the Firm.
  - Partner with solution delivery leads to identify and coordinate steady-state support needs for new and emerging technology systems / capabilities.
  - Inform and approve IT change management, testing, and release management plans while balancing business impacts with priority of scheduled technology changes / releases.
  - Contribute to the design, validation, and support of IT business continuity plans.
  - Ensure compliance with applicable laws, statutes, and regulations, as appropriate.
  - Take the lead role for long-term, strategic technology planning.

• **Department Management:**

The Director will lead a team of technology professionals in running the day-to-day activities of the Infrastructure Solutions Department. The Department consists of network services solutions (telecommunications, networking infrastructure, servers and storage), security operations solutions (security, lifecycle management, and system administration), and audio-visual solutions.

• **Relationships with Firm Management:**

The Director works with key committees to define policies, plans, and budgets to maintain and upgrade the Firm's infrastructure ecosystem. The position requires collegial relationships with business executive stakeholders and lawyers to operate as a senior management resource to support the Firm's overall technology strategy and Chief Information Officer

The Director also works closely with other Directors within the Information Technology organization and across the Firm (e.g., Litigation Support Services, Marketing, Accounting, Human Resources) to deliver technology solutions

The Director demonstrates effective spirit of teamwork with Firm management, lawyer committees, partners, directors and their staff in providing time-sensitive client services and robust, user-oriented information systems

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**Duties and Responsibilities (Continued):**

- Recommend policies, standards, procedures, and training programs for lawyers and staff to make effective use of technology.
- Maintain current knowledge of law firm technologies as well as the capabilities and pricing of outside vendors for network hardware, software, communications, servers, storage, and other related products and services.
- Coordinate vendor and third-party relationships to gain ongoing economies of scale and responsive services.
- Engage in competitive procurements, supports negotiation of technical support contracts, and ensures that Firm interests are advanced in engaging vendors.
- Develop annual capital and operating budgets for technology infrastructure expenditures.

Department Oversight Responsibilities:

- The Director has responsibility for the overall direction and professional development of the Infrastructure Solutions Department.
- Provides senior management direction to the Department's managers and staff.
- Develops and motivates the staff to work as a team in addressing user and client needs.
- Recommends appropriate levels of staffing, including position descriptions and salary level recommendations.
- Hires, evaluates, promotes, and disciplines staff; makes transfer and termination decisions for Infrastructure Solutions staff in coordination with the Chief Information Officer and Chief of Human Resources.

## **Qualifications:**

### **Education & Credentials**

- College degree is strongly preferred, ideally in Computer Science, Information Systems, Business Administration, Finance, or a related field. Master's degree is preferred.
- Appropriate technical certification(s) are preferred.

### **Knowledge & Experience**

- 10+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
- Substantial experience in information systems management, including strategy, planning, budgeting, and implementing infrastructure programs and projects.
- Operational proficiency in local area and wide area networks, servers, storage, telecommunications, and audio-visual systems.
- Experience in deploying technical solutions to a community of non-technical office workers and professionals.
- Operational management of central and distributed system components.

### **Skills & Expectations**

- Ability to establish rapport and elicit cooperation from personnel across all levels, including executive management, and cross-functional leadership.
- Ability to serve as a change agent, leading and inspiring others to act, especially under circumstances when change is unpopular.

## **Duties and Responsibilities (Continued):**

- Leads and coordinates day-to-day operational execution with Department managers.

### **User Services Responsibilities:**

- Provides oversight of the development of infrastructure solution documentation, including but not limited to procedures, runbooks, processes, and protocols for applicable infrastructure solutions.
- Manages and determines priorities on special projects.

### **Infrastructure Operations and Support Responsibilities:**

- Manages all network hardware and software, servers, storage devices, communications devices, audio-visual equipment, and other hardware to assure good working order.
- Provides support through a technical staff responsible for all infrastructure services tasks, including installations, maintenance, relocations, upgrades, and repairs.
- Maintains, upgrades, and monitors the infrastructure environment (e.g., Local Area Network, Wide Area Network, and secure, remote access).
- Manages daily backup and archive systems as well as disaster recovery and business continuity.
- Provides safeguards against introduction of computer viruses and assures Firm-wide system security.
- Maintains an inventory of all hardware and software licenses held by Infrastructure Solutions.

## Qualifications (Continued):

- Ability to develop and motivate technology teams, inclusive of staff, and 3rd party vendors/consultants.
- Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.

## Work Conditions

- Based in Washington, D.C.
- Core hours of 9:00 am – 5:30pm, Monday – Friday; hybrid in-office, which will be a combination of onsite, and remote work with occasional on-call availability.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

## Duties and Responsibilities (Continued):

- Monitors capabilities and costs of hardware, network, telecommunications, servers, storage devices, audio-visual equipment, and supporting software and services.

**Status:** Exempt

**Reports To:** Chief Information Officer

**Workplace Type:** Hybrid

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