JOB DESCRIPTION

Managed Review Leader & eDiscovery Product SME

Company	InnoSpark Services Pvt. Ltd.
Location	Gurugram, Haryana
Employment Type	Full-time
Working Mode	Hybrid
Reports To	Development Director / CTO
Experience	10+ years in eDiscovery (5+ years leading managed review)
Workdays	5 days a week

ABOUT US

InnoSpark Services Pvt. Ltd. is an innovative technology company located in Gurugram, committed to providing state-of-the-art solutions to customers across various geographies, primarily in the USA and UK. We are building a next-generation eDiscovery review platform alongside a growing Managed Review practice, and we are looking for leaders who want to build both from the ground up. We are a rapidly expanding team dedicated to cultivating a challenging work environment that allows employees to develop and grow in tandem with the company.

THE PLATFORM & PRACTICE YOU WILL LEAD

Our eDiscovery review platform takes legal teams from data intake through early case assessment, search, analytics, document review, privilege and production in one defensible workspace. It is designed for high-volume litigation and regulatory matters, with technology-assisted review (TAR / CAL) and AI-assisted review built in.

Alongside the platform, our Managed Review practice provides trained review teams, review managers and QC specialists who deliver first-pass, second-level and privilege review for client matters under court and regulatory deadlines.

POSITION SUMMARY

The Managed Review Leader & eDiscovery Product SME brings real-world review expertise to shape how our platform performs and which workflows it must support. This role drives product strategy based on market need, leads our Managed Review practice, supports sales and client relationships, and provides vision, leadership and coaching to the team.

The ideal candidate has personally run large document reviews, managed review teams at scale, and worked directly with US / UK law firms. They can translate that experience into clear product requirements and drive continual improvement across people, process and technology.

KEY RESPONSIBILITIES

Product Strategy & Platform Direction

- Drive product strategy based on market need, tracking client demand, regulatory change and competitor moves, and turning them into a prioritized roadmap.
- Define end-to-end review workflows from data intake to production, including roles, handoffs and approvals at each stage.
- Review and challenge the BRD and wireframes screen by screen, flagging missing steps, wrong assumptions and reviewer friction.
- Write acceptance criteria for reviewers, QC reviewers, review managers, case admins and outside counsel.
- Benchmark against leading ediscovery review platforms and identify where we can differentiate.

Review Workflows & Platform Performance

- Specify the workflows the platform must support, including:
  - Matter setup, user roles and coding panels
  - Data intake, processing and exception handling
  - Early case assessment and search term reporting
  - Keyword, Boolean, concept and metadata search
  - Batching, assignment and reviewer workload balancing
  - First-pass, second-level and QC review
  - Privilege review and privilege log generation
  - Redaction, production, Bates numbering and load files
  - Reporting, audit trail and matter close-out
- Set performance benchmarks such as document load time, search response time, batch release speed and reviewer throughput (documents per hour).
- Specify defensibility requirements: audit trails, chain of custody, coding history, privilege log accuracy and production validation.
- Advise on analytics and AI features, including TAR / CAL, near-duplicate detection, email threading, clustering and GenAI-assisted review, and how to validate them.
- Build realistic test matters and run UAT as a reviewer, signing off that each release supports a real review.

Managed Review Leadership

- Monitor Managed Review India projects to establish priorities and ensure all client objectives are met.
- Ensure effective collaboration with US and EMEA Managed Review, Client Services and other delivery teams.
- Working with Managed Review leadership, create an organizational strategy for successful implementation of enterprise-level work.
- Drive best practices within Managed Review across review protocols, staffing, quality, turnaround and cost per document.
- Assist in ongoing assessment of revenue and service level metrics, including reviewer accuracy, throughput, overturn rates and deadline adherence.

- Own delivery for client matters, from kickoff and reviewer training to QC, privilege and production sign-off.

Sales Support & Client Relationships

- Participate in sales support and client relationship activities, including client pitches, solution design, pricing input, and RFP and proposal responses.
- Run client business reviews covering delivery metrics, issues and improvement plans.
- Coordinate onsite visits by clients and prospects, including facility tours, security walkthroughs and platform demos.
- Serve as the senior point of contact for law firm and corporate legal clients.

Leadership & Continual Improvement

- Develop and maintain a high performing team, departmental processes, and recommendations on the infrastructure necessary to support service delivery and enable scalable growth.
- Provide vision, leadership, direction and coaching to ensure continuous and successful employee development.
- Drive continual identification, development and implementation of delivery improvements focused on technology, people and process.
- Act as domain trainer for internal teams on legal hold, review protocols and production standards.

QUALIFICATIONS

- Bachelor's degree in law (LLB) or a related field; equivalent eDiscovery experience may be considered.
- 10+ years in eDiscovery, with at least 5 years leading managed review teams or a review practice (review manager, director or practice head).
- Proven people leadership: managed teams of 50+ reviewers and multiple review managers, including hiring, coaching and performance management.
- Hands-on experience with at least two major eDiscovery review platforms
- Delivered reviews of 500,000+ documents under court or regulatory deadlines.
- Practical knowledge of the EDRM lifecycle, especially processing, review, analysis and production.
- Experience with TAR / CAL workflows, privilege logs and production QC.
- Client-facing experience with US / UK law firms or corporate legal teams, including pitches, business reviews and onsite visits.
- Ability to translate workflows into clear requirements, user stories and acceptance criteria.
- Excellent written and verbal communication skills; comfortable presenting to clients, leadership and engineers.

PREFERRED QUALIFICATIONS

- eDiscovery platform Certifications such as Administrator / Review Specialist, ACEDS (CEDS).

- Experience at an LPO or managed review provider in India serving US / UK law firms.
- Familiarity with US discovery (FRCP), regulatory investigations (SEC, DOJ, FTC second requests) or UK disclosure.
- Exposure to GenAI-assisted review and validation of AI-driven coding.
- Prior work with product teams on BRDs, wireframes or UAT.
- Knowledge of data privacy rules affecting review, such as GDPR, India's DPDP Act and HIPAA.

KEY COMPETENCIES

- eDiscovery and review workflows
- Managed review operations
- Product strategy
- Client relationship management
- Sales and pitch support
- Revenue and SLA management
- Team leadership and coaching
- Quality and defensibility
- Analytics and TAR / CAL
- Continual improvement
- Cross-functional collaboration
- Global team collaboration (US / EMEA)

WHAT WE OFFER

- **Leadership Opportunity:** Build and lead a Managed Review practice and shape an eDiscovery platform from its early stages, with a direct line to company leadership.
- **Product Impact:** See your review experience turned into product decisions that define how the platform works for legal teams worldwide.
- **Work Culture:** A supportive, entrepreneurial environment with room to grow your role as the business scales.

HOW TO APPLY

Interested candidates are invited to share their resume, along with a note on the largest review they have led and their **motivation to join a startup organization**, at career@innospark.ai.