Job Description
Senior IT Support Specialist, Information Technology Services

Penn Law is one of the nation’s oldest and most distinguished law schools. We offer a distinctive cross-disciplinary legal education, drawing on the depth and breadth of the University of Pennsylvania. The resulting intellectual opportunities and professional relationships bridge traditional boundaries and disciplines, making Penn Law an extraordinary supportive academic community for its scholars and students alike.

Description:
Join a growing, collegial department of motivated IT professionals; great facilities, team environment, exceptional resources. Serve as Senior IT Support Specialist for Administrative Support.

Duties:
- Report to Associate CIO.
- Provide technical expertise, hardware/software support, and training.
- Typically interact and consult with Department, Program and Center administrators, directors, managers and staff daily.
- Lead implementation of various initiatives, including:
  - **Focused Support**: help users apply technology solutions to improve business processes and workflows.
  - **Secure Desktop**: work to improve user adoption of security and privacy solutions, protocols and methods.
  - **Digital First**: implement approved methods for sharing data and work towards eliminating the need for paper/printing.

Required Qualifications:
A Bachelor’s Degree and 2+ years of experience or equivalent combination of education and experience is required. Skills must include advanced knowledge of Office 365, One Drive, DropBox, Canvas, Panopto. Zoom; Windows 10; Mac OS; Dell and Apple systems. Skills that include HTML/CSS, JavaScript/jQuery preferred. Experience working in a Law or Academic support position preferred. Immediate availability preferred.

To apply: [http://jobs.hr.upenn.edu/postings/34902](http://jobs.hr.upenn.edu/postings/34902)

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