Job Description
Senior IT Support Manager, 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.

Join a growing, collegial department of motivated IT professionals; great facilities, team environment, exceptional resources. Serve as IT Support Manager for Faculty and Academic Computing. Report to Associate CIO and participate fully in all aspects of the ITS Support Team. 40 hr/wk schedule. When necessary, work extended hours and occasional weekends; vacation may not be taken in August/September.

Duties:

- Consult with and provide technical expertise, support and training for Penn Law Faculty, Adjuncts, Clinical, Legal Writing, Institutes and Center instructors and staff in such various solutions such as: Office 365/One Drive, Canvas; Panopto; DropBox, Zoom; Windows10; Mac OS; Dell and Apple systems.
- Support instructional and research technology projects and programs, including solutions for conferencing, flipped teaching, online course development.
- Create user help documentation, notices, tips and instructions. Develop small and large group training programs. Staff help desk and remote support.
- Lead onboarding/offboarding initiative, create and implement procedures for incoming and outgoing faculty and academic staff, including coordinating accounts, aliases, systems, resources, orientation, training and follow-up.
- Lead implementation of various initiatives, including:
  - Focused Support: Analyze and improve workflows and business processes.
  - Digital First: Implement methods for sharing data and eliminate need for printing.
  - Secure Desktop: Improve adoption of security and privacy procedures/programs.
  - Work Anywhere: Develop and implement program for supporting, updating and maintaining various faculty solutions, equipment and resources to work remotely/travel.

Required Qualifications:

A Bachelor’s Degree and 2 to 3 years of experience or equivalent combination of education and experience is required. Skills must include expertise in Office 365, One Drive and DropBox; Canvas, Panopto and Zoom; Windows10 and Mac OS; Dell and Apple systems. Advanced knowledge of MS Intune and PowerShell preferred. Experience in a Law or Academic technology support position preferred. Strong communication skills required. Immediate availability preferred.

To apply: http://jobs.hr.upenn.edu/postings/35501

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