Job Description
ITS, Support Specialist B/SR

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/AV Support Manager. Reports to IT Director for Instructional Technology and Media Services. Work as a member of a team; participate in all aspects of Instructional, Classroom, Event, Video, and Room/Infrastructure Services and Support. This position requires strong oral and written communication skills. When necessary, work extended hours and occasional weekends; vacation may not be taken in August/September.

Duties:

- Set-up/support video and audio conferencing, webcasting, video/audio capture and production services for classes, meetings, and events.
- Provide videography and video production services; edit recordings and provide to server.
- Provide daily room health checks, troubleshooting and maintenance.
- Support and train faculty, staff and students in use of various cloud instructional solutions including Panopto, Canvas, MacOS/iOS; Windows10/M365/One Drive/SharePoint; DropBox, Penn+Box, Zoom and Skype.
- Work with AV integrators to order and repair equipment and make service calls.
- Make recommendations for new equipment purchases and AV design.
- Participate in designing signal flow charts using Microsoft Visio.
- Provide touch panel programming using Extron configurator and AMX programming.
- Design and implement classroom technology training programs for faculty, staff and students.
- Install and support various media technologies including Mersive Solstice wireless presentation, Kitcast/Apple TV digital signage.
- Serve as media help desk and provide instructional and event technology planning and support.
- Assist in the implementation and enforcement of security policies and procedures.
- Safeguard the integrity of and access to classroom and media systems, files and data elements.
- Create and maintain schedules; assign and coordinate staffing and equipment, initiate billing, deliver required support, services and resources. Work with event owners, Registrar and Facilities to coordinate needs. Ensure prompt and dependable delivery systems. Respond immediately to urgent calls. Provide backup solutions.
- Manage and provide all aspects of instructional, classroom and event audio/visual technology support and services in 40+ rooms including a conference center, moot courtroom, auditorium, five large event spaces and a courtyard.
**Required Qualifications:**

*B level*

- Bachelors Degree and 1-2 years experience or equivalent combination of education and experience is required.
- Clear written and oral communication skills required.
- Experience working in Law or Academic support position preferred.
- Must have advanced skills in MacOS, Windows 10, M365, Visio, Final Cut Pro and Premier.
- Must have experience supporting Canvas, Panoptic, Zoom, Mersive, Extron.

*Senior Level*

- Same as above; Bachelors Degree and 2-3 years experience or equivalent combination of education and experience.

To apply:  [http://jobs.hr.upenn.edu/postings/38885](http://jobs.hr.upenn.edu/postings/38885)

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