Job Description
ITS, Project Leader

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, bimodal department of motivated IT professionals; great facilities, team environment, exceptional resources with opportunity for advancement. Serve as IT Project Leader for new technology solutions and user support initiatives. Report to CIO and work with IT Directors to identify, research, evaluate, create, develop and implement new IT solutions, applications, support and training needs for faculty, academic and administrative initiatives. Coordinate IT resources, services and support.

Duties:

• Lead Bimodal IT/Mode 2 efforts to identify and implement new support services, resources and solutions.
• Improve business workflows and customer relationships; ensure defined standards for quality and customer satisfaction are met.
• Identify, compare and provide in-depth research on IT products, programs and services to meet specific Law School needs.
• Evaluate products, applications and programs. Make recommendations; develop budget.
• Provide programming, script, HTML and application development as necessary to evaluate or implement approved initiatives.
• Provide change management
  o Work with stakeholders, determine project scope, schedule, procurement/resource needs, communications and risks prior to project implementation.
  o Work with stakeholder and ITS staff to implement project, assess/troubleshoot and ensure successful rollout.
• Provide written procedures, documentation, support and training for new and existing solutions, programs, and projects.
• Provide expert level knowledge, understanding and support for computing hardware, peripherals and various software applications including Windows and Mac OS, M365, OneDrive/SharePoint, LiveWhale CMS, EMS, Oracle, Canvas, Panopto, Mersive, and Kitcast.
• Improve business processes and CRM practices.

Required Qualifications:

• A Bachelor’s Degree and 2-3 years of experience or equivalent combination of education and experience required.
• Minimum of 2 years’ experience in IT Support, IT Systems or Application Development required.
• Experience in an academic setting or law firm preferred.
• Demonstrated expert level knowledge of computing software OS, applications and cloud solutions including Windows 10, Mac OSX, O365, OneDrive, SharePoint, Canvas, Panopto, EMS.
• Proven expertise in Project Management.
• Programming skills required; experience with PHP, Python, JavaScript and PowerShell preferred.

To apply: https://jobs.hr.upenn.edu/postings/39764

The University of Pennsylvania and its Law School are equal opportunity employers.