Job Description
IT Support Specialist SR, ITS

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 Faculty and Academic Computing. Report to Deputy CIO and participate fully as a member of the ITS Support Team. Typically interact and consult with Faculty as well as Center, Institute, Clinical and Academic department heads and staff. 40-hour work week schedule. When necessary, work extended hours and occasional weekends; vacation may not be taken in August/September.

Duties:

- Provide instructional, research, desktop and application support and training.
- Provide technical expertise for Office 365/One Drive and DropBox; Canvas; Panopto and Zoom; Windows 10; Mac OS; Dell and Apple systems.
- Support instructional and research technology projects and programs, including solutions for conferencing, flipped teaching, online course development.
- Use technical expertise and tools such as MS Intune and PowerShell to develop, support, audit and track solutions for 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:** Support, update and maintain solutions for faculty office, classroom, remote and travel equipment and resources.

Required Qualifications:
A Bachelor’s Degree and 2-3 years’ experience or equivalent combination of education and experience required. 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: [https://jobs.hr.upenn.edu/postings/44068](https://jobs.hr.upenn.edu/postings/44068)

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