

Assistant Director, Service Desk and Identity and Access Management

Illinois Housing Development Authority (IHDA), one of the Nation's preeminent Housing Financing Agencies and one of the State's ten largest financial institutions, is currently seeking an Assistant Director, Service Desk and Identity and Access Management.

Responsible for the management of all Service Desk activities including, but not limited to, team management, ticketing system management, incident and problem identification and management, enterprise process automation using the Service Desk technical platform, and centralized Identity and Access Management functions. Responsible for maintaining high levels of service and customer satisfaction. Leads team of service desk and IAM specialists, manages complex issues, and communicates effectively throughout IT and the Authority. Networks with senior leadership of all other areas of IT to successfully deliver complex projects. Contributes to the overall leadership of the IT Department.

Education & Experience Requirements:

Undergraduate Degree or equivalent. Ten years experience in a technical IT role with excellent communication and planning skills. Prior experience in a Senior Manager/Director role. ITIL (Information Technology Infrastructure Library) certification preferred. Detailed knowledge of the Housing Authority or Real Estate Finance business functions is highly desired.

Excellent benefits package, including 401 (k); immediate vesting.

To apply, submit resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101_000001&jobId=233591&source=CC2&lang=en_US

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