

Senior IT Service Desk Specialist

Illinois Housing Development Authority (IHDA), one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions, is currently seeking Senior IT Service Desk Specialists to build upon their 50+-year leadership in housing finance.

The Senior Service Desk Specialist provides technical guidance to IHDA staff, mentors junior staff, participates in Identity and Access Management functions, creates and implements technical configurations, and maintains equipment inventory. This role provides Level 2 and Level 3 technical support and problem resolution services, is the escalation point for issues that junior staff are unable to resolve, acts as a key contact between the Information Technology Department and IHDA staff, and rapidly solves medium to high complexity technical problems that are interfering with the timely completion of IHDA staff's work. This position also takes an active role in ensuring that user accounts are accurately set up and configured and participates in the audit activities related to account management. All activities must be performed with a positive, customer-service focused approach.

Education and Experience requirements:

Associates degree in the IT field or equivalent work experience required. Undergraduate degree preferred. At least one year of prior professional experience in a customer-facing, IT Service Desk role required, three years preferred. Must have excellent interpersonal, communication, and problem-solving skills. At least one year of prior professional support experience with Microsoft Office and Windows required, three years preferred. Microsoft MOUS, A+ Hardware and Operating Systems certification preferred.

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=232208&source=CC2&lang=en_US

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