

Senior Service Desk Specialist – Information Technology

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 a Senior Service Desk Specialist – Information Technology to build upon their 50+ year leadership in housing finance.

Summary:

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.

Responsibilities:

Provide Service Desk hotline and in person assistance for business partner computer software and hardware problems, including follow up and problem escalation.

Log work requests in real-time and keep the Knowledge Management database updated to reflect recent requests and solutions.

Resolve medium to complex technical problems impacting business partners' ability to perform their day-to-day work in a timely manner.

Evaluate personal computer software and make recommendations.

Install, repair, and configure computer hardware and mobile devices.

Schedule and provide business partner training for software, computers, and mobile devices. Training can occur as a group or on a one-to-one basis as needed.

Apply advanced diagnostic techniques to identify problems from recurring, investigate causes; and recommend and implement root-cause solutions

Participate in the maintenance and execution of Identity and Access Management activities for IHDA core infrastructure and IHDA enterprise business systems, including account set-up, modification, and disabling. Actively participant in account auditing activities.

Create, test, and document complex technical configurations including operating systems, mobile device management, and business application configurations.

Maintain and certify fixed asset equipment inventories.

Provide matrix reporting on Service Desk ticket activity and performance, against established metrics.

Requirements:

Associates degree in the IT field or equivalent work experience required. Undergraduate degree preferred. At least 5 years of prior professional experience in a customer-facing, IT Service Desk role required. Must have excellent interpersonal, communication, and problem-solving skills. At least 3 years of prior professional support experience with Microsoft Office O365 and Windows 10 OS required. Microsoft MOUS, A+ Hardware and Operating Systems certification preferred.

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

To apply, please submit your resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101_000001&jobId=418415&source=CC2&lang=en_US

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