

**Position Title:** Senior Service Desk Specialist  
**Department:** Information Technology

**Join our Team!** At IHDA we strive to create and maintain a work environment that promotes diversity, recognition and inclusion. IHDA is committed to hiring and investing in individuals of diverse talents and backgrounds to ensure a range of perspectives and experiences inform and guide our work of financing affordable housing in the state of Illinois.

**Who we are:** The Illinois Housing Development Authority (IHDA) is one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions. Our mission is to finance the creation and preservation of affordable housing across the state. IHDA oversees more than 20 federal and state programs on behalf of the state of Illinois and serves as one of the state's primary resources for housing policy and program administration. For over 50 years, IHDA has led the state in financing and supporting affordable housing.

**Summary:** Under the supervision of the Assistant Director, Service Desk and Identity and Access Management, 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.

**Essential Functions:**

- 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.
- Respond to user requests for information in a timely manner.
- Install software on workstations or mobile devices as appropriate.
- 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.
- Perform special projects as assigned. Including off hour maintenance and upgrades. Overtime and weekend hours as needed.
- Must be able to lift, carry, and move materials weighing up to 50 pounds.
- Responsible for equipment deployment and disposal and printer maintenance.
- Apply advanced diagnostic techniques to identify problems from recurring, investigate causes; and recommend and implement root-cause solutions.
- Provide support, with a sense of urgency, to IHDA executives.
- Mentor junior Service Desk staff.
- 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.
- Manage business partner issue escalations.

**Education and Experience Requirements:**

- Associate 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.

**What We Offer:**

- Paid time off, plus paid holidays
- Currently in a hybrid work arrangement, but candidates must reside in Illinois at time of hire.
- Medical/dental/vision/life insurance plans
- Short/long term disability
- Tuition reimbursement
- Flex spending
- 401K plan – immediate vesting
- IHDA employees may be eligible for federal loan forgiveness programs.

**Must be a resident of Illinois or willing to relocate. Flexible scheduling is available, upon completion of a six-month probationary period.**

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=459133&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclId=19000101_000001&jobId=459133&source=CC2&lang=en_US)

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