Position Title: Endpoint Support
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, Infrastructure and Operations, Endpoint Support provides end users guidance and first level support by assisting in problem resolution. This position acts as the key contact between the system support staff and the end users. Departments rely on this person to help solve problems that are interfering with the timely completion of their work. The support must be given as quickly and efficiently as possible.

Essential Functions:

- Performing in person and remote assistance and troubleshooting through diagnostic techniques and pertinent questions.
- Responsible for processing all identity and access management duties in Active Directory.
- Providing onsite A/V support, as needed, for conference room support and monthly board meetings.
- Offering technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, mobile devices, and software.
- Records, updates, and documents all requests and issues using enterprise ticket management system.
- Logs work requests and keeps the Knowledge Management database updated to reflect recent requests and solutions.
- Evaluates personal computer software for usability and make recommendations.
- Maintains office equipment such as Copiers, Scanners, and Printers.
- Responsible for maintaining and organizing IT hardware and software inventory following IDHA standards.
- Responsible for processing Lenovo warranty process to ensure all equipment gets repaired in a timely manner.
- Assist with remediating Cyber Security related incidents and requests.
- Perform other projects as assigned, including off hour maintenance and upgrades. Overtime and weekend hours required as needed.
- Requires the ability to lift, carry, and move materials weighing up to 50 pounds.
- Other duties as assigned.

Education and Experience Requirements:

- High school diploma or equivalent required. Undergraduate degree or technical certification preferred.
- A minimum of 2 years working experience in an end user facing technical help desk role.
- Working experience utilizing Active Directory to manage all aspects related to onboarding, modification, and separation duties.
- Familiar with re-imaging of computers using SCCM or other platforms.
- Must have excellent problem-solving skills.
- Must have excellent interpersonal and communication skills.

- Able to quickly learn vendor processes and provision iPhone for new users or replacements.
- Working experience with Microsoft 0365, SCCM, and Intune Admin Center preferred.
- CompTIA A+ The CompTIA A+ certification preferred.

Physical Requirements: Alternating between sitting, standing, and walking. Ascending and descending stairs. Crouching and stooping. Pushing and pulling. Reaching overhead or below. Repetitive tasks movements (filing, keyboarding, copying). Lifting, carrying, and moving objects of up to 10 -15 pounds.

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&ccId=19000101_000001&jobId=466155&source=CC2&lang=en_US

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