

Position Title: M365 Engineer
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: As a member of the Infrastructure and Operations Team the M365 Engineer is responsible for assisting in the ongoing development, administration, and maintenance of the Authority's M365 environment. The M365 Engineer will have an in-depth understanding of the M365 Collaboration suite of products including Exchange, SharePoint, Teams, OneDrive, Intune, and at least a working knowledge of the Power Apps suite of products. This role should also have a thorough understanding of Conditional Access Policies, built-in M365 security controls, Privileged Identity Management, and other technologies that assist in securing the M365 environment. This role will also work directly with business analysts, Service Desk technicians, and application development staff and assist with any cross-team projects and remediation efforts.

The M365 Engineer will also be responsible for updating legacy on-premises services and applications to modern platforms and solutions such as SharePoint 2016 sites to SharePoint Online, replace legacy unauthenticated/basic auth SMTP configurations with their modern authentication equivalents, manual or scripted processes to PowerAutomate, etc. This role will also be responsible for evaluating the security posture of the Authority's M365 environment and recommending improvements as warranted. The M365 Engineer will also evaluate the Authority's existing portfolio of products, determine if any redundancies exist with our available M365 products, and recommend appropriate consolidations. Mentoring other associates, documenting configuration, operational processes, and change requests are included with this role. This is a key position within the Infrastructure and Operations team that will be critical to the future success of the Authority.

Essential Functions:

- Analyzes existing and emerging M365 technologies and ensure the Authority's strategy maximizes the value of the M365 suite of products, aligns to industry-standard best practices, and includes appropriate security controls to ensure the integrity, availability, and confidentiality of data.
- Reviews existing portfolio of services to determine if any redundancies exist between 3rd party products and the M365 suite of products and determines if any consolidation opportunities exist.
- Assists with the day-to-day administration of the M365 suite including Intune, Power Apps, and the core M365 collaboration products (Exchange, Teams, SharePoint, etc.) as well as their on-premise counterparts.
- Provides assistance with migrating on-premise technologies to the cloud whether that's within the Azure/M365 cloud or 3rd party hosted environments.
- Documents the design of the environment, procedural tasks, and guides for routine maintenance activities.
- Assist the Service Desk with processes related to onboarding, offboarding, account changes (departmental moves, name changes, etc.), and similar activities.
- Provides mentoring of other associates as needed.

- On-Call responsibilities are included with this position including regular patching cycle responsibilities. Some after-hours work will be required as to minimize disruption of the business during peak hours.

Education and Experience Requirements:

- At least 5 years of experience with O/M365 design, implementation, and/or administration in an enterprise environment is required.
- Industry standard certifications such as Microsoft 365 Certified: Administrator Expert are also highly desirable.
- Desired Proficiencies
 - Exchange Online
 - SharePoint 2016 and/or higher
 - SharePoint Online
 - Microsoft Entra
 - Microsoft Purview
 - OneDrive
 - Teams
 - Intune
 - Active Directory
 - Power Automate
 - Microsoft Defender (Endpoint, Cloud Apps, Identity)
 - Automation of account creation, maintenance, & removal routines
 - Power Apps experience is also highly desirable

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&cclId=19000101_000001&jobId=468862&source=CC2&lang=en_US

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