

Position Title: End User Computing & Service Management Team Lead
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: The End User Computing & Service Management Team Lead provides end users guidance, and first and second level support by assisting in problem resolution. This position acts as the key contact and point of escalation between the IT Service Desk, IT 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 with focus on problem resolution and working with the team on permanent fixes to prevent the issues from recurring again.

Essential Functions:

- Point of escalation for service desk agents that are unable to resolve a customer's issue at the service desk level.
- Monitor the duties of the service desk team members, to ensure that clients inquiries are promptly addressed.
- Collaborate within departments and broader work groups to maintain overall ownership of user issues and service, ensuring that resolution achieved within a reasonable time.
- Lead service desk team to determine how effective they are and implement new techniques when old ones are ineffective.
- Discover training needs and conduct training sessions with Service Desk agents to increase overall knowledge technical skills required to remain current.
- Diagnose, troubleshoot, and configure equipment including laptops, desktops, tablets, and other devices for end users; this includes hardware and common windows operating systems and applications.
- Track, define and refine service desk metrics systems to track results so there is a data driven feedback system to aid in decisions.
- Mentor the team on how to improve on the metrics and optimize and automate our processes.
- Perform tests and evaluations of new software, monthly workstation patches, and hardware to ensure functionality.
- Perform functions of the Service Desk role(s) by providing support in person, over the phone, or via remote access.
- Provide Executive level support to IHDA's Sr Leadership and Board Members.
- Provide restorative or maintenance actions to resolve end-user problems.
- Respond to end-user problems based on standard procedures.
- Provide Executive level support to IHDA's Senior Leadership and Board Members as needed.
- Serve as back up to the Assistant Director of the Service Desk in their absence as well as needed.
- Formalize and establish a cadence for Knowledge Base articles and implement a measurable way to track that the documentation is reviewed, accurate and updated on a frequent basis to assist with quick and accurate resolution as well as onboarding new team members.
- Additional duties as assigned.

Education and Experience Requirements:

- The ideal candidate has at least 10 years on hand experience with Microsoft Windows.
- 5-year minimum experience in a call center environment.
- At least 7 to 10 years in a Tier 2/Tier 3 technical or hands on Lead Service Desk role.
- Demonstrated experience in leading Service Desk teams to mentor and grow the team, manage time and SLA's across the team and meet time-sensitive project deadlines and support requests\incidents.
- Extensive knowledge of computer systems, hardware, and software, including AV equipment.
- Experience creating and deploying personal computer images preferred.
- Must have excellent critical thinking, problem solving and troubleshooting skills.
- Must have excellent interpersonal and communication skills.
- Proficient with Microsoft Office 365 cloud services, MS Office Suite, MS System Center Configuration Manager, Azure Platform, Intune, and SharePoint.

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.
- Salary: \$81,117 - \$101,396

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=506978&source=CC2&lang=en_US

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