

## Director - IT Service Delivery

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 Director - IT Service Delivery to build upon their 50+ year leadership in housing finance.

### Summary:

The Director, IT Service Delivery is responsible for all as-is technical service delivery to the Authority. The position supervises three teams consisting of Technical Operations Delivery, Service Desk and Identity and Access Management, and Technical Integration and Architecture. The position is responsible for the continuous, compliant provision and maturation of all technology and technology services across all Authority functions. The position will work with IT Purchasing and Finance, IT Application Development and Delivery, IT Security, Resiliency, and Control, and IT Project Management within the Information Technology Department. The position will also work directly with all levels of staff across the Authority business operations areas. This role also supports increased use of leading-edge technology and processes that enable IHDA to achieve its mission by working across the IHDA organization with key personnel from all departments to operationalize cost and function-appropriate technologies and systems for use by IHDA personnel. While this is a highly technical role, the ability to communicate clearly and precisely while working collaboratively with all levels of IHDA personnel is key to the success of this role. This role directs and manages a multi-million dollar portfolio of technology investment and therefore has a material impact on the finances of the Authority.

### Essential Functions:

- Maintain and evolve all aspects of IHDA's core physical infrastructure, including but not limited to: data centers, physical servers, virtual servers, systems monitoring systems, routing, switching, WAN/LAN, VOIP, disaster recovery, backup and restore, low-voltage office circuitry, and Cloud technologies.
- Continue growing the Authority's existing DevOps capabilities.
- Maintain and evolve all aspects of Service Desk direct-to-personnel services.
- Mature and enforce Identity and Access Management processes and practices across all enterprise applications.
- Ensure the timely identification and resolution of technical Incidents and Problems.
- Manage IHDA's technical Change Management processes.
- Maintain expert-level technical knowledge of IHDA's core infrastructure componentry.
- Maintain expert-level knowledge of current and future technical architecture frameworks and ensure that the Authority is always well positioned to leverage new and emerging technologies and services.
- Implement Microsoft Azure Cloud-first infrastructure strategy that minimizes reliance on internal IHDA staff for commodity-based technical activities and minimizes IHDA's internal technical footprint.
- Ensure strict adherence to cybersecurity best practices for all technical operations activities.
- Assist CIO with definition of overall Authority technology strategy definition and implementation.
- Assist CIO with definition and implementation of cross-team metrics management service methodology.
- Assist CIO with establishing and maintaining positive, productive working relationships with Director-level (Department Head) staff across the Authority.
- Act as primary point of contact for the Information Technology department when CIO is unavailable.
- Develop and maintain annual base-zero budget for all capabilities in Operations Delivery, Service Desk, and Technical Integration and Architecture IT areas. Assist with overseeing the enterprise IT budget.
- Develop and implement policies and operating guidelines for IHDA's IT delivery areas that maximize returns on investments while delivering quality and timely services.

**Education & Experience Requirements:**

Bachelor's degree in computer science or a related discipline, master's degree desired. At least fifteen years of diverse information technology experience focused on IT technical Operations. At least eight years' experience in a senior leadership position directly managing senior technical personnel in IT Operations, and at least five years' experience fully owning the IT Operations capability at a medium-size or large organization. At least three years' experience fully owning the Service Desk capability at a medium-size or larger organization. At least 3 years' experience implementing Cloud-based technologies, preferably Microsoft Azure, for large-scale technology capabilities. At least five years' experience managing technical operations staff through other senior managerial staff. Requires ability to multitask and manage multiple projects in a cross-functional, matrix-managed environment. Requires excellent personnel management, communication, interpersonal, organizational and team building skills, business judgment, and proven expertise in directing the efforts of technical staff in complex, rapidly evolving environments. Although not a primary day-to-day responsibility, ability to be hands-on with server, networking, and other technologies if occasionally required.

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

To apply, submit resume and to:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101\\_000001&jobId=416710&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=416710&source=CC2&lang=en_US)

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