

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

Summary:

Responsible for management of all technical infrastructure components and support staff including, but not limited to, servers, storage, networks, databases, email, and other infrastructure assets. Responsible for implementing and maintaining security across infrastructure environment. Leads team of engineers. Manages issues. Communicates effectively throughout IT and the Authority. Contributes to IT Change Management and the leadership of the IT Department.

Essential Functions:

Leads the infrastructure team in managing servers, storage, networks, databases, email, and other infrastructure.

- a. Maintains all aspects of IHDA 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.
- b. Monitors, measures, and improves performance of infrastructure.
- c. Monitors and improves security of infrastructure.
- d. Identifies and resolves complex technical issues.
- e. Manages team of server engineers and product specialists.
- f. Manages any issues (technical or interpersonal) that are identified or escalated within the Operations team.
- h. Ensures compliance with all applicable laws, regulation, and policies.

Ensures that all IHDA data is securely backed up and stored per IHDA policy and industry best practices.

Remains abreast of current trends in technical infrastructure management and enterprise technical architecture, and works with Authority technical staff to proactively identify, address, or avoid technical issues. Works to implement best practices wherever possible.

Establishes and tracks quality and performance targets and results.

Works closely with the Service Desk and Security/Resiliency teams to ensure that the technical activities across the Authority are well coordinated and executed with the least possible impact on the business partners.

Works closely with AD, Integration and Architecture to rapidly mature and evolve the Authority's overall technical architecture.

Operationalizes new technical architectures and components as required by the Authority.

Maintain a base-zero budget (Expense and Capital) for area of responsibility and participate in the development and tracking of the departmental budget.

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 five years' experience in a senior leadership position directly managing senior technical personnel in IT Operations and fully owning the IT Operations capability at a medium-size or large organization. 3 years' experience implementing Microsoft Azure for large-scale technology capabilities. 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. Ability to be hands-on with server, networking, and other technologies if 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&ccid=19000101_000001&jobId=420358&source=CC2&lang=en_US

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