



Job Title: IT Support “Tier 2”
Department: IT Department
Reports to: Senior Systems Administrator Manager
FLSA Status: Full-time, Non-Exempt
Salary: 60k-70K

About Community Housing Development Corporation

Here at CHDC we strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. Community Housing Development Corporation is committed to building a staff that is rich in cultural, social, and experiential diversity.

POSITION SUMMARY

Under the supervision of the Senior Systems Administrator Manager, the IT Support Tier 2 will be the main point of contact for all helpdesk technical service request calls. S/he/they will be responsible for building out new workstations, checking servers in-house/remotely, and troubleshooting network issues.

PRIMARY RESPONSIBILITIES:

- Troubleshooting hardware, software, and network issues, and answering inquiries when required.
- Experience with ticketing systems, Windows 365, and Knowledge of Azure Active Directory/Endpoint Manager.
- Analyze, diagnose, and troubleshoot technical problems related to Microsoft 365 services and applications, identify root causes, and implement appropriate solutions.
- Provide tier-2 support of application incidents reported through the help desk.
- Maintain accurate records of technical incidents, service requests, and solutions in a ticketing system, ensuring thorough documentation and knowledge base updates related to Microsoft 365.
- Conduct daily monitoring of applications in production use.
- Worked with other departments to independently solve complex problems “as needed”.
- Coordinate application support with other information technology teams including Infrastructure, Development, and Client Operations.
- Participate in IT projects and initiatives, such as Microsoft 365 migrations, deployments, and upgrades, providing technical expertise and assistance as needed.
- Stay updated with the latest industry trends, technologies, and best practices related to Microsoft 365, and apply them to improve service delivery and customer satisfaction.
- Adhere to IT policies, procedures, and security standards, ensuring compliance with data protection and information security requirements are always met.
- Other duties assigned.



REQUIRED SKILLS:

- Bachelor's degree or an equivalent combination of education and professional experience.
- Hold a minimum of 2 years of relevant professional work experience.
- Extensive knowledge of Windows 10
- Experience with working with an IT ticketing/helpdesk system
- Proficiency in SharePoint, MS Teams, Outlook, and OneDrive.
- Some Knowledge of Adobe Pro, Creative Cloud, and Office 365 Suite.
- Strong attention to detail with excellent written and communication skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation and focus.
- Experience working in a team-oriented, collaborative environment.
- End-user support in a multiplatform environment (mostly Windows).
- The ability to lift 40 or more pounds as the role will involve lifting/moving PC's, monitors, printers, and other equipment as needed.
- Familiarity with MacOS, iMacs, MacBooks, iPad, and iPhone/Androids.
- A+ Certification is desired for this role.
- • A background clearance is required
- • Proof of full vaccination is required from Covid-19

PHYSICAL REQUIREMENTS:

- Must be able to travel to different CPMC/CHDC sites.
- Ability to travel throughout the building and attend meetings throughout the community.
- Ability to handle a significant level of stress.
- Physical agility to lift and carry materials, bend, stoop, walk and reach overhead.

How to apply:

Please send application to Rhuntley@communityhdc.org

Benefits:

Medical Insurance, Vision Insurance, Life Insurance, AD&D insurance, Paid Vacation, Paid Sick Days, Paid Holidays, 403 (B) Plan.

Equal Opportunity & Equity Statement

Community Housing Development Corporation is an equal opportunity employer that values diversity as central to our work serving the bay area. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.