



Opening doors to a better life

IT Customer Support - Journey

Posting Date: September 13, 2024
Closing Date: September 27, 2024
Salary: \$5,891 to \$7,732 monthly, depending on qualifications.
Location: Hybrid remote and onsite at 1000 2nd Ave., Suite 2700, Seattle, WA
Our office is located in downtown Seattle's Financial District on 2nd Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

**In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being in King County.

We are currently recruiting for an IT Customer Support - Journey for the Information Technology Division of the Washington State Housing Finance Commission. This position will provide a single point of contact for end users to receive support and maintenance within the organization's end-user computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all end-user devices and equipment to ensure optimal workstation performance. Troubleshoot problem areas (in person, by remote tools, by telephone, or via chat) in a timely and accurate fashion and provide end-user assistance where required. Also, ensure proper computer operation so that end users can accomplish business tasks. This includes actively resolving end-user help requests within established SLAs. This position plays a part in fostering a positive work environment by demonstrating a commitment to diversity, equity, and inclusion, promoting open and respectful communication, and contributing to a culture of teamwork and continuous improvement in support of the Commission's mission, vision, goals, and values.

The Information Technology unit within the Washington State Housing Finance Commission works to support the commission staff to accomplish the commission's goals and objectives. This position is one of nine positions within the Information Technology unit responsible for all commission business systems including Salesforce and Laserfiche.

The duty station for this position is Seattle, WA. The work associated with this position will be performed through a combination of teleworking and complemented with onsite work and meetings as needed. Employees must reside in Washington state and within a reasonable distance of our worksite to respond to workplace reporting requirements.

Who we are:

The Commission is a market-driven and self-supporting agency created to provide below-market rate financing for building, purchasing, or preserving affordable housing and nonprofit capital facilities. The Commission functions as a financing conduit between developers, lenders, first-time home buyers, real estate professionals, and nonprofit organizations to provide affordable financing for homes, rental housing, civic and social services facilities, energy conservation projects and first-time farmers and ranchers.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and

discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

Principal Responsibilities:

Receive and respond to incoming calls, service desk tickets, emails, or chats regarding equipment incidents. Answer and perform moves, adds, and changes (MAC) requests as line managers submit them. Ensure that physical deskside connections (RJ-45 Ethernet jacks, RJ-11 telephone modem jacks, connectors between PCs and servers, etc.) are properly working. Prepare tests and applications for monitoring desktop performance and then provide performance statistics and reports.

Assist in developing long-term strategies and capacity planning for meeting future end-user device needs. Able to support various devices at our primary and Spokane offices. Evaluate documented resolutions and analyze trends for ways to prevent recurring issues. Alert management to emerging trends in incidents.

Conduct research on end-user devices in support of standardization and procurement efforts. Evaluate and recommend products for purchase. Write technical specifications for the purchase of end-user devices and related products. Deploy pre-packaged software as needed using automated deployment tools. Assist in software releases and rollouts according to change management best practices. Identify policies and procedures that require alignment with the Commission's Racial Equity Strategic Plan and recommend changes and amendments accordingly.

Perform onsite analysis, diagnosis, and resolution of complex computer problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed. Accurately document instances of equipment failure, repair installation and removal, as well as moves and changes.

Record and manage equipment sent to repair depots for equipment under warranty or service contracts. Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software to deliver required deskside service levels.

Assess the need for and implement performance upgrades to end-user devices based on technical software specifications. Collaborate with LAN technicians/network administrators to ensure efficient operation of the company's end-user computing environment. Where required, administer and resolve issues with associated end-user workstation networking software products.

We are most interested in candidates who meet or exceed the following criteria:

- Three years of consultative experience in information technology analysis, system maintenance or troubleshooting/problem resolution.

A combination of skills, abilities, experience, and education may be substituted to demonstrate that you are qualified for this position.

Desirable Qualifications:

- Associate's Degree in Computer Science, Business Administration, Information Technology or closely related field/Completion of an accredited vocational training program in an information technology or related program.
- A+ or Security+ Certification.

Benefits:

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 12 paid holidays; paid vacation,

sick and military leave; subsidized bus, train, or ferry passes; credit union memberships; alternate workweek schedules, and telecommuting.

Application Procedures:

Interested applicants should apply by submitting a current resume, a complete list of three or more professional references, and a letter of interest specifically addressing the qualifications listed in this announcement by email (our preferred method), fax or postal service by **September 27, 2024** to:

Cindy Felker, Human Resources
Washington State Housing Finance Commission
1000 Second Ave., Suite 2700
Seattle, WA 98104.

Electronic submissions may be sent to: cindy.felker@wshfc.org.

Voice/Message: (206) 287-4402 or 1-800-767-HOME

Fax: (206) 587-5113, or visit our **Web Site:** <http://www.wshfc.org>.

In addition, please complete the Applicant Profile Form posted on our website and submit with your application materials. **The completion of this form is voluntary.**

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

By submitting the application materials, you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Cindy Felker at cindy.felker@wshfc.org, or at 206-287-4402.