

Information Technologist

Full-Time Position

Reports to: Deputy Director of Information Technology

Salary Range: \$58,000-\$60,000/year

OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is responsible for administering numerous federal and state affordable housing-related programs targeted to Missourians with extremely-low to moderate incomes. MHDC works with many partners and stakeholders throughout the state of Missouri to fulfill MHDC's mission and goal to increase the availability of affordable housing through three main programmatic areas of affordable housing supply and demand needs: (1) Affordable Housing Development; (2) Single Family Homeownership; and (3) Homelessness Assistance.

CULTURE

MHDC is a mission-driven organization providing affordable housing opportunities for extremely-low to moderate income Missourians. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state. MHDC is an organization with fewer than 150 staff and maintains a high staff retention rate. In recent years MHDC has embraced the transformation in the way work is completed and how organizations function. MHDC values staff input throughout exciting organizational improvements.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, flexible scheduling, life balance including time off, casual dress code, downtown location with paid parking, and extensive benefits. In addition, MHDC is a governmental employer, which may provide qualifying employment for the Public Service Loan Forgiveness Program (PSLF). Below are just some of the benefits that MHDC is able to offer to full-time employees:

- Hybrid Teleworking-eligible position after 90 days (minimum 3 days a week in office)
- Telework Technology and Equipment Provided
- Health Insurance with Immediate Coverage
- Flexible Work Schedule
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Immediate Time-off Accrual and Use
- 3 Weeks Paid Time-off (annually)
- 3 Weeks Paid Time-off (medical)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

COMPENSATION

	Low	High
Annual Base Salary	\$58,000	\$60,000
Annual Benefits Value	\$47,030	\$48,160
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TOTAL COMPENSATION VALUE:**	\$105,030	\$108,160

** Actual total compensation is based on benefits elections.

WORKING REQUIREMENTS

- Hybrid Teleworking-eligible position after 90 days
- In-office at Home office (at minimum 3 days/week up to full-time after 90 days)
- Home office location in downtown Kansas City, Missouri
- Periodic overnight travel to non-home office (~10%)

ROLES AND RESPONSIBILITIES

MHDC is seeking a full-time Information Technologist. This position provides advanced professional and technical work in end-user computer systems support and troubleshooting. High-priority is given to this position to see that the agency is supported in a timely, organized and efficient end-to-end fashion with an emphasis on effective communication and end-user satisfaction.

ESSENTIAL DUTIES

- Provide technical support to end-users, including troubleshooting hardware and software issues.
- Diagnose and resolve technical problems in a timely manner, ensuring minimal downtime.
- Set up and perform maintenance for workstations, conference rooms, and other workspaces as required.
- Communicate with hardware vendors for replacement parts or warranty service as needed.
- Track and document repairs and troubleshooting steps utilizing designated tracking systems.
- Provide support and act as customer contact for systems of moderate complexity.
- Support a limited number of systems of higher complexity.
- Prepare reports or recommendations as assigned.
- Research emerging technologies and industry trends to provide proactive recommendations and support.
- Competently utilize software systems.
- Travel as directed, including long-distance travel and overnight and extended stays, if necessary.
- Maintain appropriate files and documentation as necessary or required.
- Provide assistance to employees, vendors, state agencies, departments, divisions, and organizations in a friendly and efficient manner.
- Maintain and protect confidential information and ensure data security and compliance with organizational policies.
- Comply with all policies of MHDC.
- Comply with any reasonable request of any member of management.
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EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited college or university with a minimum of 15 earned credit hours in computer science or computer information technology; and,
- One or more years of experience in one or more of the following information technology areas: applications development/support, business/systems analysis, communications technologies, network technologies, information technology security, databases, system programming, end user support, and/or web technologies.

SKILLS

- Must have the ability to appear for work on time.
- Must be able to work effectively as part of a team or independently.
- Understanding of virtualization concepts.
- Strong knowledge of Windows operating systems.
- Knowledge of cybersecurity best practices.

- Strong problem-solving abilities and attention to detail.
- Understanding of networking concepts such as routing and switching, VLANs, subnets, etc.
- Working knowledge of audio equipment (conference rooms) a plus.
- Relevant IT certifications are a plus.