



## **Sr. Technical Support Specialist Raleigh, NC**

### **Our Vision**

We envision a housing ecosystem that provides and promotes equity, generational wealth, health and wellness for the communities in which we work.

### **Our Mission**

DHIC supports individuals, families, and seniors by providing homes and opportunities that promote the financial, physical, and mental well-being of people and communities.

### **Our Values**

- Compassion
- Respect
- Honesty + Integrity
- Innovation + Creativity + Futuristic + Evolving
- Passion for the Work and Service
- Collective Communication
- Equity

### **About DHIC**

Established in 1974, DHIC, Inc. is the Research Triangle area's leader in affordable housing development, maintaining an emphasis on innovation, quality, attractive design, and green features at our properties. DHIC has constructed, acquired and/or rehabilitated 3,224 affordable rental units in 48 different locations in eight counties in North Carolina, and has built more than 350 new homes for first time homebuyers in Wake County. Together, these projects leveraged \$600 million in direct investment from both the private and public sectors. In addition to numerous designs, community service, and management recognitions we have received, DHIC is consistently rated as an “Exemplary” member of the NeighborWorks® America national network of non-profit community developers. DHIC is also a member of the Housing Partnership Network. Learn more about DHIC at [www.dhic.org](http://www.dhic.org).

### **Nature of Work**

The **Sr. Technical Support Specialist** will have a dynamic and critical role supporting DHIC’s growth by maintaining and improving the systems of the organization to ensure all employees have the technology they need to complete their work and support our clients. This position will work directly with our outsourced IT Service Provider to problem solve help desk issues, work with staff to trouble shoot equipment issues and provide various training to DHIC staff. In addition, this position is responsible for internal IT planning and oversight of software systems, including research and recommendation of ways to improve efficiency in the organization and provide support to the various departments for new technical initiatives. A firm belief in the organization’s mission and strong commitment to customer service is essential.

This individual reports to the **CFO / SVP, Operations**.

### **Key responsibilities include, but may not be limited to:**

- Coordinate with the CFO/SVP, Operations on technical planning and goal-setting for the organization
- Develop a comprehensive IT framework that will support the agency’s growth
- Work with the outsourced IT Managed Service Provider on daily and long-term IT help desk issues, network upgrades, and other technology improvements

- Support information security policies and practices and coordinate resolution of security issues with MSP
- Collaborate with the CFO and department managers to replace aging equipment and install and configure new equipment such as laptops, PC's, printers, copiers, phones and any IT-related equipment
- Troubleshoot issues pertaining to all equipment, including phones, copy machines, computers and computer systems
- Support key applications & software including Office 365 applications (email, Office suite, Teams) and related solutions/tools
- Support SharePoint document management structure, security, and intranet
- Develop policies and procedures around new software or other systems; maintain technology systems documentation
- Monitor and maintain software licensing and maintenance agreements
- Support software / hardware procurement and managing online subscriptions
- Coordinate with CFO and various departments on selection and implementation of new software as needed
- Provide online and in-person training to staff as needed on the use of technology and various computer programs
- Ensure compliance with government regulations (e.g., Personal Information) as well as other internal technology policies and operational guidelines
- Establish and maintain positive relationships with the staff of all departments at DHIC and strive for efficient and effective customer service
- Complete other duties to support organizational operations as requested

#### **Qualifications and Skills:**

- Bachelor's degree in Computer Science, Information Technology, or related discipline
- Minimum of 5 – 7 years of IT experience
- Proficient in Microsoft Office tools
- Experience training others on basic IT skills preferred
- Ability to use outstanding interpersonal skills to build strong relationships and negotiate challenging situations in a friendly and professional way
- Excellent communication skills, verbal and written
- Ability to handle confidential information with discretion
- Highly organized and detail-oriented with strong project management skills
- Ability to problem-solve and prioritize when faced with multiple time-sensitive needs
- Highly resourceful team-player, with the ability to work effectively independently

#### **Working Environment**

This position is expected to maintain regular hours of work which will be a combination of remote work and working in a normal office environment at the DHIC administrative office in downtown Raleigh. Periodic site visits will be expected, as well as various off-site meetings. The employee is expected to meet the physical demands to perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, bend and move equipment. The employee must occasionally lift and/or move up to 40 pounds.

DHIC is committed to a diverse and inclusive workforce and encourages all candidates, especially those who have been historically under-represented based on race, ethnicity, age, disability, sexual orientation, gender, socioeconomic status, citizenship status, or religion to apply. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **How to Apply**

Interested individuals may submit a cover letter, resume and desired salary to [HR@dhic.org](mailto:HR@dhic.org).