**RIHousing – Desktop Engineer**
**Salary - $61,880.00 - $83,538.00**

**What it’s all about:**

We are seeking a dynamic and skilled professional to join our Information Technology Department as a Desktop Engineer. In this role, you will be responsible for implementing and supporting enterprise IT client devices.

The Desktop Engineer provides expertise and support for end-user devices, escalating issues to infrastructure teams or vendors as necessary. This position includes the implementation and administration of hardware, software, policies, processes, and infrastructure components. You will work under the direction and supervision of the System Operations Manager.

This role requires **on-site presence** **three days per week**, with the specific schedule to be coordinated with your manager.

**What you’ll do on a daily basis:**

The Desktop Engineer is responsible for the effective provisioning, installation, configuration, and maintenance of client hardware, software, and related network connections. This role supports the day-to-day technology needs of RI Housing’s staff by ensuring all end-user devices are operating efficiently and reliably.

The Desktop Engineer participates in technical research and team meetings to foster innovation and improve IT processes that support RI Housing employees and clients. They ensure that all client hardware, operating systems, applications, and related procedures align with IT best practices and organizational standards.

This role includes responding to IT service desk requests via the call center queue and assisting users with laptops, phones, printers, and applications. The Desktop Engineer is also responsible for managing support cases, testing fixes, and creating user-facing knowledge documentation.

Regular on-site interaction with employees is a key part of the role, providing support in office areas, conference rooms, and other collaborative spaces.

**What you’ll bring to the team:**

* Implement, maintain, and administer end-user computing devices and related computing environments, including systems software, applications software, hardware, and configurations.
* Provides Tier 1 service support and Tier 2 in-depth technical support for clients and employees.
* Administers Microsoft Intune to manage and maintain desktops, servers, applications, and mobile devices.
* Maintains all infrastructure diagrams and system documentation.
* Conducts all work following appropriate regulatory requirements and adheres to enterprise policies, processes, and standards.
* Serves on Information Technology project teams as assigned by the System Operations Manager and Director of Information Technology.
* Set up, configure, troubleshoot, and maintain end-user devices, including Microsoft Windows, iOS, MACOS, and Android.
* Use innovative methods and technologies to identify and solve problems related to the performance, reliability, and availability of systems.
* On-site at RI Housing downtown Providence office for client interaction and in-office requests.
* Training of employees via onboarding processes, documentation, and videos.
* Perform new hire deployments, PC refresh deployments, and technical onsite and offsite meeting support.
* Perform occasional Saturday and after-hours support.

 **What you’ll need to succeed:**

* An associate or bachelor’s degree in Computer Science, Information Security, or a related field; or equivalent experience required.
* A minimum of three years of relevant infrastructure support and administration experience is required without a degree.
* Relevant vendor certifications are desirable (Microsoft, Google, Cisco, AWS, CompTIA, etc.).
* Strong verbal and written communication skills.
* Strong analytical and critical thinking skills.
* Ability to manage multiple ongoing projects.
* Some exposure or familiarity with Microsoft Office 365, SharePoint, Exchange, Entra ID, and Active Directory.
* PowerShell, Python, or other scripting/automation experience is a plus.
* Experience with Intune or other mobile device management (MDM) systems.
* Some exposure or familiarity with Cloud PaaS providers such as AWS or Azure is a plus.
* Some exposure or familiarity with administering network cores, switches, routers, wireless access points, and firewalls (Cisco and FortiGate a plus).

**Not sure if you meet all the qualifications? Let us decide!**

**Why RIHousing:**

* Mission-Driven Organization
* Dedicated Workforce
* Parking Stipend
* Medical/Dental/Vision/Life Insurance
* Paid Time Off
* Retirement Options
* Flexible Work Hours
* If Position Eligible, Future Hybrid Work May Be Available
* Education Reimbursement
* Onsite Fitness Classes
* Volunteer Days
* Winner of “Best Places to Work” 2016, 2018, 2019, 2021 – 2025
* Greater Providence Chamber of Commerce Worksite Health Award 2013 – 2025
* PBN's Healthiest Employers of RI 2025

**RIHousing**strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs.  A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

* Offer fair, affordable, and innovative lending programs.
* Provide housing-related education to consumers and others.
* Promote and finance sensible development that builds healthy, vibrant communities.
* Provide housing grants and subsidies to Rhode Islanders with the greatest need.
* Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public-purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners, and fellow employees.

Please apply through our career site: <https://www.rihousing.com/careers/>

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