UpwardlyGlobal

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An opportunity for America.

Position Description

Title: Salesforce System Administrator
Contract: Temporary Employment (8 months)
Schedule: 40 hours per week
Department: Technology
Reports to: Senior Salesforce Administrator

Organization Overview

Over the years, Upwardly Global (UpGlo) has supported thousands of foreign-born skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

Position Overview

The Salesforce System Administrator performs professional technical work to ensure integrity, reliability, and maximum efficiency, capitalizing on the full features and benefits of the Salesforce system. The person in this position will be someone with excellent technical and communication skills who can interface directly with other departments like programs, Jobversity, and development to understand their needs in order to administer and enhance the system accordingly. This person will serve as the "go-to" for users, promote adoption, keep the systems current on new releases (Standard Org releases as well as releases for managed packages), provide training, provide user support, and more. Additionally, the Administrator will perform updates, such as add/delete users, adding custom fields, creating reports and dashboards, creating and managing process builders, creating and managing workflows, and new configuration. This person will report to the Senior Salesforce Administrator and will work closely with the Systems Administrator.

A high degree of independent judgment and creativity are required to resolve many minor and major problems when they occur. Public contact is moderate to extensive, primarily with staff, and for the purpose of providing technical assistance and advice.

The ideal candidate is someone who loves to learn and can perform a variety of high velocity tasks while also handling the expectations and needs of their partners. This role is key to our significant growth plans, and we are looking for someone who is dedicated, loves technology, fun and willing to help us maintain a robust and clean Salesforce ecosystem.

Essential Duties & Responsibilities

Perform daily administration and support of Salesforce, including, but not limited to the following:

- Create/manage customization of objects, fields, record types, page layouts, validations, workflow, process builders, approval rules, sharing rules, permission sets, Sandbox refreshes, and triggers

![UpwardlyGlobal logo]

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- Grant/remove and maintain user licenses
- Maintain security, including sharing rules and security levels
- Design, create, and maintain user roles, profiles, and hierarchies
- Build reports and dashboards that provide real time insight into operations
- Work with internal customers to understand their needs, identify the problem, and direct them to the proper solution or provide instructions for self-help
- Lead data migration into existing and new Salesforce records using Demand Tools, Data Loader, or other data migration tools
- Lead system updates for new releases related to Salesforce.com, Salesforce.org.
- Act as a subject-matter expert for Salesforce and seek out ways to utilize CRM to improve processes and productivity and make recommendations to support growth
- Communicate effectively with staff at all levels regarding major technology initiatives
- Lead a thorough on- and off boarding for new people on the standard uses of our system
- Assist in training and troubleshooting of users and grow the Salesforce.com skill set across the organization
- Support IT help desk functions, understanding of other critical systems (Microsoft SharePoint, Asana, Google Suite, and WordPress
- Perform other related duties as assigned

Skills Required

- Excellent time and project management skills and a positive attitude
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Creative and analytical thinker with strong problem-solving skills
- Must demonstrate ability to communicate effectively at all levels of the organization
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes

Experience Required

- Minimum two years of experience as a Salesforce.com administrator
- Salesforce.com Admin (ADM201 and ADM211) certified preferred
- Sales Community cloud experience is a plus
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
- Strong understanding of Salesforce.com best practices and functionality
- Strong data management abilities
- A demonstrated ability to understand and articulate complex requirements

- Experience with nonprofit processes preferred
- Experience with HTML, Java script, and WordPress is a plus

Work Environment/Physical Requirements

- Requires the ability to travel locally, regionally and nationally
- Must be available to work evening events and occasionally weekend sessions
- Hybrid work schedule

Interested candidates should send a resume and cover letter to HR@upwardlyglobal.org with Salesforce Administrator in the subject line.