EMPLOYMENT OPPORTUNITY

Date: December 2020   *Open until filled*

If you have questions regarding this position, please contact Sudha Peethala **sudhapeethala@multnomah.edu** **503.251.6557**

Job Title: DevOps Salesforce Analyst

Reports To: Director of Information Technology

Mission: *To assist in achieving the mission of Multnomah through the strategic management and development of the institutional CRM.*

Primary Responsibilities:

Advancement Communications

- Primary Salesforce system administrator for the institution. This includes responsibility for overall application configuration as well as the use of Salesforce in accordance with institutional policy and best practices.
- Explore, examine, and reconcile data from disparate sources. Identify relevant patterns to add value and address business challenges. Leverage this information to support data driven decisions campus-wide.
- Inform the strategy of data input, system configuration, and data output. Generate high quality visualizations of complex datasets to drive end-user actions & decisions.
- Leverage expertise in computer science, Salesforce configuration, and emerging technologies to analyze, improve, and implement changes to workflow processes.
- Design and document data mappings to ensure solid database integrations and data quality.
- Develop and maintain regular reports and dashboards. Develop additional reports ad hoc.
- Recommend, design, and implement changes to internal processes to streamline the user experience.
- Develop, deploy, and manage business process automations using Salesforce tools.
- IT Program Manager in drafting the BRD and whole project.
- Coordinate the evaluation, scope and completion of new development requests.
- Maintain current Salesforce certification status by completing quarterly release training.
- Prioritize deepening knowledge of Salesforce and related technological skills, including seeking advanced certification, gaining knowledge in Apex programming, and other needed expertise as identified.
- Act as project manager for all Salesforce system improvements.
- Support institutional use of Pardot, specifically in the area of segmentation, automation logic, system architecture, and facilitating training to empower users to maximize this tool.
- Allocate time between the following departments (Admissions 50%/Advancement 40%/Online 10%).

Manage Third Party System Integrations

- Work with IT Program Manager and other administrators to ensure data integrity and processes at all stages in SIS (PowerCampus) & CRM (Salesforce) by monitoring and troubleshooting issues and errors that surface.
- Collaborate with IT staff to ensure batch imports and data appends originating from SIS are done correctly, efficiently and in a timely manner and that duplicate records are not created in either system.
- Proactively identify and troubleshoot integration errors between Salesforce and PowerCampus.
- Configure and maintain integrations between CRM and FormAssembly.
- Oversee the timely resolution of errors that occur in FormAssembly and Pardot connectors.
- Assist with ongoing maintenance of existing forms and connectors and development of new forms as needed.

Database Management Responsibilities

- Manage, maintain and provide Support for all MU Databases.
- Back up and step in to take on the Data Admin responsibilities such as creating reports and troubleshooting.

Interdepartmental Collaboration and Communication
- Grow the Salesforce skill set in Admissions and Advancement.
- Act as an interdepartmental liaison to translate business needs into technical language.
- Oversee training for Salesforce: usage, institutional policy (with IT), processes, and proper data input.
- Assist departments in developing and documenting processes.
- Meet regularly with departments utilizing salesforce to encourage open communication and collaboration.
- Coordinate regular meetings between leadership, stakeholders and departments utilizing Salesforce.
- Model congenial and healthy communication with all employees

Administrative Duties
- Meet monthly with Vice President of Enrollment Management
- Attend IT departmental meetings
- Meet regularly as needed with Chief Academic Officer regarding online programs
- Meet regularly as needed with VP of Advancement regarding Advancement operations
- Meet weekly with Director of Enrollment Services regarding Admission operations
- Provide monthly written updates to VP of Enrollment Management re: CRM operations/strategies

Qualifications:
Job-specific Requirements:
- Bachelor's degree required.
- Minimum of 2-3 years' experience managing a CRM, SIS, or other relational database.
- Certified Salesforce Administrator, willing to work toward Advanced Administrator Certification.
- Willing to develop skills in Apex and Java coding to build and deploy custom solutions.
- Comfortability with SQL queries.
- Strong technical skills and the ability to learn information quickly and translate that knowledge into action.
- Ability to communicate technical concepts to end users with and without technological comfortability.
- Creative problem solver who can leverage limited resources to maximize value for investment.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to exercise creativity, flexibility, and resourcefulness in decision-making.
- Demonstrated ability to exercise confidentiality, discernment, wise judgment, as well as the highest professional and ethical standards.
- Communicate openly and clearly in a Christ-honoring and congenial manner.
- A strong commitment to Multnomah University, its mission, vision and values.

General Employment Requirements:
Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah contain the following relating to required personal qualities:
- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution's doctrinal statement.
- Employees will believe the Bible is God's Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be a Christian role model in attitude, speech and actions towards others. This includes being committed to God's biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

This is a full-time professional staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment. A generous Employee Tuition Grant is available after 1 year of employment.

To Apply: visit www.multnomah.edu/careers

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