

Salesforce.com Administrator

POSITION SUMMARY

The Salesforce.com administrator will be responsible for the day to day administration and support of Calabrio's Salesforce.com CRM platform. The SFDC Administrator is part of the IT team and will be providing technical support and troubleshoot software application related issues to the entire organization.

CORE EXPECTATIONS

This entry level position will be responsible for maintaining all aspect of the Calabrio CRM systems. Including the following:

- Manages security, users, roles, profiles, groups, queues, sharing rules and other setup options.
- Develop reports, dashboards, and processes to continuously monitor data quality and integrity
- Manage data storage and licensing requirements
- Identify, diagnose, and resolve technical problems, escalate and track problems appropriately
- Evaluate new Salesforce releases and apps, participate in plans for their implementation, and remain current with Salesforce administration best practices
- Create and maintain documentation on processes, policies, application configuration and help related materials for users as new applications or processes are developed
- Train new and existing users on how to use Salesforce.com
- Evaluate new Salesforce releases and apps, participate in plans for their implementation, and remain current with Salesforce administration best practices
- Bulk Uploading data using Apex Data Loader and deployment using various tools within SFDC
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Knowledge of APEX, Visualforce, and/or JavaScript are a plus
- Ability to interact with business users and translate business needs into solutions
- Good project planning skills
- Good troubleshooting and creative problem solving skills for design, creation and testing software
- Good verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- Ability to work independently and as part of a team
- Basic knowledge of proper IT network experience
- Basic knowledge of software engineering

- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- 4-year college degree
- 1+ years of experience
- Experience using Pardot or Market
- Salesforce Certifications Preferred

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a Manager or higher
- Work closely with peer engineers, group leads and other employees and departments in the company

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To learn more about careers at Calabrio visit our [website](#)

To apply to this career opportunity, follow this link:
<https://home.eease.adp.com/recruit/?id=15154081>

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to

catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

Calabrio, Calabrio ONE and the Calabrio logo are registered trademarks or trademarks of Calabrio Inc. All other trademarks mentioned in this document are the property of their respective owners.