

Salesforce.com Administrator

POSITION SUMMARY

The Salesforce.com administrator will be responsible for the day to day administration and maintenance of Calabrio's Salesforce.com environment, as well as managing the development of new features and functionality on the salesforce.com 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 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.
- Develop training plans, materials and documentation for SFDC users, keep materials up-to-date, coordinate new user and ongoing training sessions companywide.
- 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

- Experience using Pardot or the Salesforce marketing cloud.
- 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/college/park experience
- Basic knowledge of software engineering
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- 4-year college degree
- 3+ years of experience
- Salesforce ADM-201 Certified
- Salesforce ADM-211 is a plus

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- 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 our company please visit: www.calabrio.com. To learn more about careers at Calabrio visit our [website](#)

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=156805&lang=en_US&source=CC3

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the visionary quadrant this year

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