

## Job Description

**Job Title:** Salesforce Administrator/Database Liaison

**Reports to:** Director of Information Services

**Overview:** The Salesforce Administrator is part of our Information Services team that supports and develops applications for client tracking and reporting. This position is the liaison between management, Information Services, Strategic Planning and Analysis, and the users of database applications. (S)he troubleshoots and works with end-users to insure that applications meet their needs and keep pace with changes in program operations, policies and/or procedures

### Responsibilities:

- Daily administration and support of CASES' Salesforce database including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations;
- Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers;
- Develop and create customized reports and dashboards;
- Create and document application requirements by working together with those involved in the development of program enhancements and changes including program staff, programmers, strategic planning and analysis staff and/or outside consultants as needed;
- Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing;
- Keeping abreast of new Salesforce features and functionality and providing recommendations for process improvements;
- Train new and existing users on how to use database applications;
- Keep application users informed about system functionality and enhancements;
- Provide application users with technical support;
- Logging and tracking identified system problems through resolution;
- Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications are developed;
- Assist programmer with the development of technical documentation of existing and future applications.

# CASES

## Qualifications:

- College degree or equivalent work/technical experience;
- 2+ years Salesforce experience, Salesforce certification preferred;
- Understanding of relational databases and data integration tools;
- Experience with programming languages such as SQL, JavaScript, HTML, Java, Apex;
- Excellent communication and analytical skills;
- Close attention to detail, and
- Ability to work independently, as well as part of a team, on multiple projects.

**Salary:** \$50,000 - \$55,000

**How to apply:** E-mail cover letter and resume with salary history and requirements in Rich Text Format (RTF) or Word 2002 format to **casesjobs@cases.org**. Please list the title of the position you are applying for in the subject line. No phone calls please. Only applicants selected for interviews will be contacted.

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