

## **Salesforce Administrator**

Join our dynamic IT team and be part of the **International Schools Services (ISS)** world-class organization. In this newly created **Salesforce Administrator** position, you will play a key role in developing and administering **Salesforce** and related solutions to ensure a secure constituent database and related products to be used across multiple teams and customer groups.

We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply. We are experiencing a catalytic moment in history and ISS has committed to addressing the systemic prejudices and biases in ourselves, in schools, and in organizations around the world.

ISS believes in dignity of all, the benefit of cross-cultural perspectives, and the power of diverse, inclusive, equitable and just communities. You can read more about our commitments here:

<https://www.iss.edu/who-we-are/deij-commitment>

For over 60 years, ISS' mission has been uniquely focused on helping international schools and educators develop students into thoughtful, imaginative global leaders. We are passionate about today's and tomorrow's international education community, and we delight in connecting educators and schools worldwide. It's all about making a world of difference. As a leading nonprofit organization in international education, ISS promotes innovative best practices for global education.

ISS offers a comprehensive benefit package including generous paid time off, a 15% company contribution to a 403(b) and comprehensive health insurance. Salary range is \$85K to \$100K annually, commensurate with experience.

### **Location/Hours**

Full-time; Mon-Fri 37.5-hour work week

This full-time position can be hybrid/remote. Ability to work core hours and at approximately 10% of the time, flex to align with some early mornings/late evening and/or weekends based on project needs.

### **Duties and Responsibilities**

#### **Salesforce Platform Management**

- Perform core **Salesforce administrative** system functions, including **database management**, account maintenance, license management, reports and dashboards, workflows, process builder, validation rules and other related tasks.
- Assist other users with building and evaluating reports and dashboards. Plan and prepare for upgrades and seasonal release and coordinate regular testing of new and existing functionality.
- Coordinate troubleshooting, implementation, and testing with outside vendor(s) as appropriate.

### **Support, Training and Documentation**

- Serve as 2<sup>nd</sup> level of support for **Salesforce**-related issues.
- Provide scheduled and ad-hoc training to stakeholder teams and individuals that use Salesforce in their work.
- Develop and maintain up-to-date documentation related to the system, data, and policies.

### **Planning**

- Assist Director of Information Technology in developing long range plans for **data governance**, automating workflows, and improving technology services.
- Serve as a resource to Director of Information Technology, Departmental Directors and ISS officials on **Salesforce** matters including analysis, planning, product selection and strategy formulation.

### **Education and Experience:**

- Bachelor's degree, or equivalent combination of technology certifications and/or experience. **Salesforce Administrator certification** is a plus. **Salesforce Developer certification** is a plus.
- 2+ years of Salesforce administration experience.
- 2+ years of Salesforce support operations experience.
- 2+ years of experience with participatory systems design.
- 2+ years of experience with Agile process and rapid prototyping.

### **Technical Skills:**

- Experience with Microsoft Office products
- Experience with Jira
- Experience with third-party **Salesforce integrations**

### **Desired Skills and Attributes:**

- Superior customer-centric mindset and approach.
- Excellent written and oral communication skills.
- Excellent attention to detail and organizational skills.

To apply, please e-mail your resume to [rzangara@iss.edu](mailto:rzangara@iss.edu)