

POSITION DESCRIPTION

Title: IT Support Specialist and Salesforce Administrator

Reports To: Chief Operating Officer & Vice President of Finance

SUMMARY

The IT Support Specialist and Salesforce Administrator plays an important role in bridging the gap between our small team and the professional IT vendors we engage with. The responsibilities will include providing technical support to our team members, supporting IT infrastructure, and collaborating with the external IT service providers. Additionally, this position will assist in Salesforce administration, development, and implementation projects to improve efficiency and streamline our business processes and assure quality stakeholder relationship management.

DUTIES AND RESPONSIBILITIES

IT Technical Support

- Serve as the primary point of contact for resolving technical issues and providing support to team members with IT equipment including office equipment, computer hardware, phones systems, teleconferencing equipment.
- Troubleshoot and diagnose hardware and software problems for team members, including desktops, laptops, printers, and peripherals.
- Monitor and ensure resolution with staff IT and computer issues, complaints, and challenges.
- Assist in the onboarding process of new staff including IT training as well as setup and configuration of new staff computers with hardware and software.
- Coordinate new user profiles and permissions for all staff and external partners. Effectively control data integrity and allow the appropriate level of data access within applications including our Salesforce CRM.
- Support staff with set up of conference room IT and AV equipment for hybrid or virtual meetings.
- Serve as the primary administrator of Foundation's phone system and software.
- Manage and maintain Zoom Conference Rooms by conducting quarterly updates to software, troubleshooting minor issues and escalating any other issues to the IT vendor.
- Manage domain names, including renewal and registration.

IT Project and Vendor Management

- Act as a liaison between our small team and our IT support partners, facilitating effective communication and collaboration, and ensuring timely and complete resolution to issues.
- In collaboration with IT vendor, ensure IT systems and security are maintained, monitored, updated, and kept compliant, ensuring smooth operation and minimal downtime.

- Coordinate with the external IT service providers to address technical challenges, implement solutions, and ensure service level agreements are met.
- Provide insights and recommendations to management regarding IT infrastructure improvements.
- Stay current with IT trends, AI technology and other new applications, software and equipment, to support efficiency, innovation and integration with current systems.
- Provide coordination of IT projects and initiatives and oversight of IT service providers that provide support.

Salesforce Administration and Projects

- Collaborate with internal staff to gather requirements and design custom enhancements within the Salesforce platform.
- Customize Salesforce related applications, including mobile platforms with workflows, surveys, reports, and dashboards to optimize business processes and enhance productivity.
- Assist in the implementation of Salesforce projects, including data migration, integration with third-party systems, and user training.
- Support and streamline application processes using TargetX.
- Stay updated with Salesforce best practices, new features, and releases to leverage the platform effectively for organizational growth, leveraging Salesforce support partners as appropriate.
- Support data integrity and quality.
- Provide Salesforce training to staff.

Cybersecurity and IT Audits

- In collaboration with our IT support partner(s):
 - Ensure and monitor data retention and cybersecurity procedures to protect the Foundation's records, data, and assets.
 - Support the risk management plan with annual review on IT related risks.
 - Track and manage cybersecurity projects and ensure issues are resolved.
 - Ensure regular system audits to ensure compliance with security protocols and data protection measures are in place.
 - Maintain and update the cyber security crisis management policy and coordinate to ensure that cyber insurance is appropriate per the organization needs.

QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Proven experience in IT support roles, preferably in a small team environment.
- Strong technical skills in troubleshooting hardware, software, and network issues.
- Strong understanding of database architecture concepts
- Familiarity with Salesforce administration, configuration, and customization including TargetX.
- Proficient in Windows and PC systems and Microsoft Office applications
- Excellent communication and interpersonal skills, with the ability to effectively interact with team members and external vendors.
- Detail-oriented with strong problem-solving abilities and a proactive approach to resolving issues.
- Salesforce certifications (e.g., Salesforce Administrator) are highly desirable but not mandatory.

WORKING ENVIRONMENT

- Hybrid work environment, in-person at least three (3) days per week, driven by and responsive to the on-site needs of the team in any given week.
- Occasional evening and weekend work required.
- Occasional lifting of up to 30 lbs.
- Join a team of people with a passion for the promise of Colorado and the potential of Coloradans.

BENEFITS & COMPENSATION

- Base salary from \$78,000 - \$90,000 per year depending on experience
- The foundation currently offers a comprehensive benefits package.

HOW TO APPLY

This role will remain open until filled. The preferred application date is 08.14.24. Candidate materials will be reviewed on an ongoing basis and initial interviews will begin mid-August..

To be considered, please submit a resume and cover letter (in a single Word document or PDF) expressing your interest in the position to careers@boettcherfoundation.org and include "IT Support Specialist & Salesforce Administrator" in the subject line. Early applications are strongly encouraged.