

JOB DESCRIPTION

Business Systems Developer

Department: Business Systems	Travel: 10%
Location: Naperville, IL	Reports To: Business Manager
FLSA Status: Exempt	Version Date: February 2019

Summary:

The Business Systems Analyst will assist the Business Systems team in managing and optimizing the Salesforce environment as well as third-party integrations. This will be done through, but not limited to, responding to user service requests, developing new custom objects, workflows, customized layouts, and other processes to accommodate business needs. Additionally, this role will be key in supporting the organization in computer hardware set-up and maintenance.

Job Duties and Responsibilities:

- Handle and document service requests created by users requesting help when Salesforce and third-party integrations do not work as designed.
- Handle basic administrative functions including maintenance of user accounts, profiles, roles, sharing rules, field security, and permission sets in Salesforce.
- Create, customize, and maintain objects, fields/relationships, workflow rules, processes & flows, page layouts, record types, validation rules, list views, and custom buttons.
- Create, customize and maintain reports and dashboards based on end users' needs.
- Update lead, account and contact records as needed by end users and for development projects.
- Export reports for analysis to Excel and updates to Salesforce database.
- Work with third-party integrations to Salesforce including but not limited to Pardot, Addaptation, Blackbaud, and others.
- Collaborate with Business Systems Development team.
- Work with our contracted development team to test fixes and enhancements to our Salesforce and third-party integrations and to assist with rollout to our production environment.
- Keep up-to-date on new Salesforce features and functionality.
- Manage Salesforce Optimization and Buildout
- Set-up all new computer hardware as well as maintain current inventory.
- Manage the IT help-desk providing internal assistance as is reasonable and determining when to submit to contracted HelpDesk team.

Qualifications/Skills:

- Salesforce.com or similar CRM experience preferred.
- Strong understanding of database and business concepts as well as data analysis and reporting.
- Strong understanding of development testing and quality control.
- Strong Microsoft Excel capabilities including the ability to create formulas in Excel.
- Proven customer service and technical support skills with both external clients and realizing that our Sales team and all other departments in the company are your customer.
- Excellent interpersonal and communication skills, both verbal and written, with technical and nontechnical audiences in a geographically dispersed environment (conf. calls, web meetings, face-to-face).
- Creative and analytical thinker with strong problem-solving skills.
- Proven ability to design and implement new processes and facilitate user adoption.
- Experience with nonprofit processes preferred. Excellent verbal and written communication skills
- Ability to prioritize, multi-task and adapt to shifting priorities in fast-paced, deadline-oriented environment
- Strong analytical and problem-solving skills with attention to detail
- Self-starter
- Team player with strong interpersonal and collaborative skills
- Motivated by key performance goals and deadlines
- Ability to relocate to Passages office in Naperville, IL
- Ability to travel in the US and internationally to Israel

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Passages reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate.

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