Position: Salesforce Application Analyst, Nonbenefited, misc wage, part time position
Location: University of Delaware, Division of Professional and Continuing Studies, Newark Campus at 501 South College Avenue
Posted: September 13, 2019
Deadline: Posted until filled – applications reviewed immediately

CONTEXT OF THE JOB:
The Division of Professional and Continuing Studies at the University of Delaware seeks a part-time Salesforce Application Analyst to support critical business functions, meet project objectives, client requirements, and university goals. Under the general supervision of the Manager, Computing Support, the Salesforce Application Analyst collaborates with various internal departments such as marketing, registration, ACCESS, and OLLIs to ensure Salesforce environment supports internal needs.

PRIMARY RESPONSIBILITIES:

• Develop customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals
• Address daily support and maintenance of internal Salesforce instance
• Maintain a flexible and proactive work environment to facilitate a quick response to changing project requirements and customer objectives, and innovate ways to meet mission goals successfully
• Interact directly with clients, managers and end users as necessary to analyze project objectives and capability requirements, including specifications for user interfaces, customized applications and interactions with internal Salesforce instances
• Provide system administration support of internal and customer-facing Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects and workflow
• Collaborate with various internal departments, including marketing, registration and course programs, to ensure Salesforce environment supports internal needs relating to functionality and performance
• Serve in departmental or University committees, as assigned.
• Participate in professional development activities as needed or assigned by the supervisor.
• Perform miscellaneous job-related duties as assigned by the supervisor.
• Adhere to University of Delaware standards, policies and procedures.

QUALIFICATIONS:

• Bachelor’s degree in computer science, MIS or equivalent
• Three years of software development and one year of Salesforce application development
• Extensive experience integrating 3rd party applications with Salesforce
• Proficient with Apex and Visual Force
• Experience developing customer-facing user interfaces
• Microsoft SQL and database interfaces experience
• Proficient in the use and interpretation of Sales Force data and objects
• Strong analytical skills; ability to translate business needs to functional requirements, visualization of requirements and meaningful recommendations
• Detail-oriented with strong organizational and project management skills, able to work well under deadlines in a changing environment and perform multiple tasks effectively and concurrently
• Excellent communication skills both oral and written with strong analytical skills

Apply:
This is a part-time miscellaneous wage position with no University of Delaware benefits. The position is no more than 29 hours per week; schedule to be determined. Compensation is commensurate with experience and education. Please send a cover letter, resume, names of three references with telephone numbers and addresses and salary requirements to Dave Vent at davent@udel.edu. Review of applications will begin immediately and continue until the position is filled.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an equal opportunity/affirmative action employer and Title IX institution. For the University’s complete non-discrimination statement, please visit http://www.udel.edu/home/legal-notices/.

Statement of Responsibility:
The University of Delaware community values both personal and academic freedom. All members of the campus community have the personal responsibility to promote an atmosphere of civility in which the free exchange of ideas and opinions can flourish. We do so by learning from individual and collective differences and by respecting every human being.

9/12/2019