Salesforce Developer/Administrator

Education Forward Background: [Education Forward Arizona](#) was created through the collective will of diverse sectors and communities across the state to change the way people think about and support education as the key driver to improving the economy and the quality of life in Arizona. Education Forward Arizona is a new organization launched in August 2021 that combines the talent, resources, and missions of Achieve60AZ, Expect More Arizona and College Success Arizona to be an even stronger force for education. At Education Forward Arizona, we believe that improving the quality of education in Arizona will improve the quality of life for all Arizonans. The organization is focused on improving education outcomes for students at all levels by being a statewide voice for P-20 education, implementing effective programs, and advocating for policy change.

Position Summary: The Salesforce Developer/Administrator will lead Salesforce projects for our growing educational nonprofit and will be responsible for building and managing multiple API and integrations such as chatbots/texting platforms, fundraising platforms, payment platforms, marketing tools, as well as work with solutions for Visualforce pages, Analytics, and more. The Salesforce Developer/Administrator will work closely with all teams in the organization.

Required Skills and Competencies:
- Bachelor's degree in Computer Science, Software Engineering, MIS, or related experience
- Technical project management experience
- 5+ years' working experience and 3+ years' development experience in Salesforce, preferably with NPSP, Salesforce Sites, Einstein Analytics, and the Lightning platform
- 3+ years' experience with Force.com developer toolkit - Apex, Lightning Web Components, VisualForce, Force.com IDE, Force.com Migration Tool, Web Services/REST and Metadata APIs
- Advanced knowledge of Salesforce administrative functions including user maintenance (guest, portal, authenticated), governance, generation of reports and dashboards, and process automation using Salesforce tools (process builder, workflow, approval processes, validation rules)
- Have prior experience with Sandboxes, data migration, exception reporting, unduplicated client count, customizing data model to meet client needs
- Ability to build custom apps and objects, formula fields, processes, custom views, etc.
- Experience with API Calls and complex integration of client apps, preferably with, Constant Contact, WordPress, Data Loader, Form Titan, and Funraise, Signal Vine, etc.
- Salesforce Certified Administrator, Platform Developer, Nonprofit Cloud Consultant (Desired)
- Software testing: 1 year (Desired)
- Experience with chatbots/texting platforms a plus, Twilio platform, and items related to integrating and maintaining a custom API on Azure, JSON, .NET, REST, etc.
- Proven Azure and AWS development experience including solution design, development and deployment, and testing and maintenance for an integrated chatbot with Salesforce. (AWS/Azure Certification, Cloud Practitioner, or similar Desired)
- Experience in software development data management outside of the Salesforce ecosystem
- US work authorization is required, we do not sponsor visas at this time.

Cross-Functional Team Support:
- Serve as administrator/developer in the Salesforce Environment with support from Director of Organizational Data and Impact, and Data Coordinator
- Understand user stories and seek out ways to use Salesforce to improve processes and productivity, building technical requirements to match the needs of the various programs
- Assist in performing regularly recurring audits to ensure the platform is running optimally

- Assist in data input/export and the creation of reports, dashboards, and analytics for multiple programs/teams
- Assist with application integration and development, and planning of application changes, development, and installation of upgrades and new releases
- Assist with customizing the user interface to help teams with their business processes
- Implement and maintain Salesforce customizations such as custom fields and objects, layouts, workflows, process builder, and validation rules
- Collaborate with outside vendors/partners to manage all systems integrated with Salesforce
- Provide support and training to staff as needed

Personal Characteristics Desired:
- Experience in working with nonprofits
- A demonstrated passion for our mission and improving education in Arizona
- Experience leading customer-driven solutions utilizing strong technical design skills and strong working relationships with internal groups
- Ability to guide users in formulating requirements, advise on alternatives and on the implications of new or revised processing analysis.
- Strong commitment to customer service, employee efficiency, and company growth
- Participate in the planning and analysis of business requirements for system changes and enhancements
- Strong attention to detail, and the ability to multi-task and prioritize tasks
- Excellent troubleshooting skills
- Excellent interpersonal and communication skills

Salary: Commensurate with experience.
Job Status: Full-time, exempt, salaried position with benefits package for in state employees.
Job Location: Phoenix, Arizona. US Work Authorization Required, we do not sponsor visas at this time.

This position is open immediately. The close date for applications is open until filled. Visit educationforwardarizona.org to learn more about our organization.

Please combine the following documents in an email to jobs@educationforwardarizona.org:
- Current resume or CV
- Statement of interest and qualifications, based on this description.

The statements in this description represent typical elements, criteria and general work performed. This is not an exhaustive list of all responsibilities, duties, and skills for this job. Education Forward Arizona is an equal opportunity, affirmative action employer. It is a strongly held value of the organization that opportunity is not limited by gender, race, class, sexual orientation, disability, or age. All candidates will be evaluated on a merit basis.

All employees at Education Forward Arizona are required to be fully vaccinated for COVID-19 as a condition of employment. Education Forward Arizona complies with all obligations to provide reasonable accommodations in accordance with all applicable laws.