



GORDON COLLEGE

Position Title: CRM Support Specialist and Developer

Summary of Position: We are seeking a skilled software developer with Salesforce CRM expertise, or who can learn Salesforce quickly, to help expand our use of Salesforce throughout the college. You will help configure, implement, migrate data, deploy, and support new uses of Salesforce Education Cloud CRM to improve the experience of students and the employees who support them. This role will support users and improve existing and emerging functionality, and also do project-based work in an agile environment to advance Salesforce solutions to achieve campus priorities.

Description of Duties and Tasks:

Essential Responsibilities:

1. Provide timely support for end user needs related to the Salesforce environment. Manage, prioritize, and respond to requests in the helpdesk system assigned to the Information Systems team.
2. Collaborate with the Information Systems team to complete Salesforce development and integration projects based on campus priorities and objectives.
3. Create and maintain custom objects, fields, page layouts, record types, validation rules, and automation (Flows/Process Builder).
4. Collaborate with administrators and functional users in Admissions, Student Life, Registrar's Office, Advancement, and other departments to gather requirements and implement solutions that meet departmental needs.
5. Support data integration between Salesforce and other campus systems using APIs and integration technologies.
6. Assist in the deployment of enhancements and new features through sandboxes to production environments.
7. Develop custom components when needed.
8. Document technical specifications, configuration changes, and system processes.
9. Facilitate in-person meetings when additional communication is needed between multiple parties during a solution rollout or enhancement.

Required Knowledge, Skills, and Abilities:

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills, and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon's Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon's Statement of Life and Conduct; and must work to advance Gordon's mission through this position.

2. Commitment to devoting time and resources to assist both the technology department and the greater college community with thoughtful communication.
3. Ability to evaluate need and available resources to determine the practicality of potential projects.
4. Bachelor's degree (or equivalent knowledge) in Computer Science, Information Systems, or related field.
5. Salesforce experience is highly desirable, especially Education Cloud, Service Cloud, Omni Studio, and Flow Builder.
6. Previous experience in a higher education environment is highly desirable.
7. Strong communication and teamwork skills, written and verbal, with both technical and non-technical employees of the college. This includes the ability to actively listen to others in order to fully understand their issues and needs.
8. An understanding of software development life-cycle and methodologies.
9. Must be able to work with minimal supervision and demonstrate an ability to manage multiple priorities while working effectively with others.

Position Code: CTS-ISGCRMSP

Grade: 4

FLSA Status: Exempt