



**Sr. Salesforce Administrator**  
**Location: Remote - US**

**Position Description**

**Organization Summary:**

Edify's mission is to improve and expand sustainable Christ-centered education globally. Edify is a non-profit organization registered in the U.S. since 2009 and now has operations in 14 countries: Bolivia, Burkina Faso, Dominican Republic, Ecuador, El Salvador, Ethiopia, Ghana, Guatemala, Liberia, Panama, Peru, Rwanda, Sierra Leone, and Uganda. Edify is focused on 3 key resources:

- **Training** of school leaders and teachers to develop Christ-like character in students, and training school leaders to manage and grow their schools effectively.
- **Loan Capital** to expand and improve school facilities.
- **Education Technology** to enhance learning outcomes and employability

Learn more at [www.edify.org](http://www.edify.org)

Position Start Date: November 1, 2024

Location: Remote - US

Reports To: Chase Ketchum - Director of IT

- 6+ years of experience as Salesforce Administrator/Consultant
- [Advanced SFDC Administrator Certification](#) (required)
- [Platform App Builder](#) (preferred)
- [Sales Cloud Consultant](#) (preferred)

**Work Environment:**

This position will be a full-time position based in the US, reporting to the Director of IT. The atmosphere of Edify is one where you can expect to perform widely varied tasks across various fields of technology. There will also be collaboration with Edify's global team in the other countries where Edify operates.

**Job Summary:**

As a Senior Salesforce Administrator, you will be a key player at Edify. We seek a proactive individual to help us consistently improve and enhance our Salesforce platform. This involves gathering requirements and feedback, designing scalable best practice solutions, and managing the product roadmap. The user experience on our Salesforce platform is crucial to us, so the Senior Salesforce Administrator should enjoy all aspects of user management, including handling support tickets, providing training, and designing solutions with user satisfaction as a top priority.

We are looking for someone with a deep understanding of the Salesforce platform who can quickly comprehend our current setup and our organization's objectives and identify areas for improvement. The Senior Salesforce Administrator should be comfortable with change management and governance and communicate, prioritize, and manage all aspects of a Salesforce project. The ideal candidate will be adept at engaging with stakeholders at all levels, translating technical information into layman's terms, and clearly explaining design options and their potential impact.

## Primary Responsibilities:

This role involves a diverse set of responsibilities and is customer-oriented, including the following tasks:

- All aspects of user and license management, including new user setup/deactivation, roles, profiles, permissions, public groups, OWD, sharing rules
- Salesforce configuration changes, including (but not limited to): Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards, and reports
- Understanding of basic triggers/Apex code knowledge
- Sandbox environment management
- DevOps/release management experience
- Identify and gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience
- Identify unused or underutilized platform features
- Create a platform roadmap and define priorities, liaising with stakeholders
- Own the communication of any platform changes to end users and stakeholders
- Data management to improve Salesforce data quality, implementing rules and automation as needed
- Proactive system maintenance, including Security Reviews, Release Updates, Health Check, and Optimizer
- User support tickets
- Monitor and improve user adoption
- New user and ongoing user training
- Technical documentation
- Management of integrated applications and third-party suppliers, including e.g., Spanning, PDF Butler, Formyoula, FormAssembly, Mogli, Twilio, S-Drive, etc

## Qualifications and Background:

Required:

- 6+ years of hands on experience as Salesforce Administrator/Consultant
- [Advanced SFDC Administrator Certification](#) (required)
- [Platform App Builder](#) (preferred)
- [Sales Cloud Consultant](#) (preferred)
- Additional Salesforce certifications

Desirable:

- Bachelor's/Postgraduate degree or professional qualification
- Salesforce Administration hands-on experience with the NPSP and Salesforce Nonprofit Cloud

## Knowledge, Skills, and Abilities:

Required:

- A proactive attitude to platform enhancements
- Designing scalable, best-practice solutions
- Excellent relationship-building skills
- Ability to liaise with stakeholders at all levels
- Translating requirements into technical solutions
- Experience in change management and governance
- Training end users and key stakeholders
- Technical documentation
- Available and responsive to questions
- Experience implementing Salesforce configuration changes
- DevOps/release management experience
- Personal confession of faith in Jesus Christ and commitment to Edify's mission.
- Living example of servant leadership, humility, and willingness to learn.
- Passionate about Edify's mission and alleviating global poverty.
- High degree of integrity.
- Excellent time management skills & ability to take self-directed initiative to achieve goals.
- Ability, willingness, and flexibility to learn.

Desirable:

- Understanding of basic triggers/Apex code knowledge
- Demonstrates continued personal/professional development
- Active in the Salesforce community

## **Travel Expectations:**

Edify's annual staff conference rotates between US and international locations, requiring travel.

## **Education Required:**

- Having a bachelor's degree is highly desirable.
- A bachelor's degree in computer science or related field may be preferred.

## **Experience Required:**

- Must have spent at least three years working in a technical support role.
- IT certifications demonstrating expertise are highly desirable (A+, Security +, Salesforce Admin, etc.)
- Salesforce, Jira, Google Workspace, and RMM experience are highly preferred.

## **Minimum Requirements:**

- Personal confession of faith in Jesus Christ and commitment to Edify's mission.
- Living example of servant leadership, humility, and willingness to learn.
- Passionate about Edify's mission and alleviating global poverty.
- High degree of integrity.
- Excellent time management skills & ability to take self-directed initiative to achieve goals.
- Ability, willingness, and flexibility to learn.

**Additional Information:**

Applications will be accepted for this position through October 2024

[Please Click Here To Apply For This Position](#)