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Applications and Analytics Developer and Administrator
Information Technology

Position Summary:
Under direction of the Director of College Software, works with users and other technical and programming staff to provide excellent administrative computing support for the campus by assisting various departments in the use of our Salesforce CRM systems, Domo Analytics application, Drupal CMS, Colleague ERP system, and other enterprise applications, analyzing business processes, developing and assisting in implementation of new application systems and procedures, training administrative software users, and supporting users in database manipulation and reporting.

Qualifications:
Requirements include: a minimum of an Associate degree, with a Bachelor’s preferred; two years of demonstrated experience with administrative computer application development and support, preferably at a college or university; experience in Salesforce Apex and force.com programming, .Net, UniBasic, and SQL programming, HTML, CSS, data integration; excellent oral and written communications skills. Excellent interpersonal skills, the ability to work well with others in a team setting, and to multi-task are also required. Demonstrated ability to: understand administrative processes; understand database schemas and design; learn new computer tools; learn quickly by digging into the job and into manuals; work well with end users; take initiative; be flexible; accept a challenge.

Responsibilities:

1. Provide application use support services to Admissions, Advancement, and Business Office
   • Coordinate users and application vendors on software deployment and implementation efforts
   • Leverage full use of existing Salesforce CRM environments, currently Advancement Connect and EnrollmentRx CRMs.
   • Leverage full use of Domo Analytics for enterprise reporting and big data analytics
   • Provide support for data integration (for example to/from, Salesforce, Domo, Drupal, Microsoft Access, Excel, and other third party applications)
   • Assist users to understand and document current procedures, processes, and needs
   • Propose policy, data and procedure changes
   • Collaborate to recommend business process changes for greater effectiveness and efficiency
   • Create and maintain all support and procedure documentation
2. Undertake Salesforce development, business analysis, and support services
   • Develop and maintain Salesforce Apex and force.com code assets
   • Develop Salesforce1 Lightning mobile solutions
   • Deploy and implement new applications and Salesforce CRMs towards the creation of a Salesforce Connected Campus environment
   • Co-manage and Co-support all Salesforce CRM environments,
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- Ensure proper backup and restoration of Salesforce data and workflow assets and processes
- Create and ensure successful execution of data integrations and exchanges to and from Salesforce CRM environments

3. Develop and administer enterprise reporting services and systems
   - Build Domo datasets, report cards, and predictive data models
   - Migrate user reporting to Domo
   - Assist in developing a Center of Excellence practice, including end user training

4. Administer Software Application Server and Database Services
   - Develop and maintain SQL stored procedures and scripting assets
   - Maintain and administer security practices
   - Create Colleague computed columns and data ETL ELF scripts
   - Document software, processes, and procedures

5. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

5. Other duties as assigned

Reports To: Director of College Software

07/2016