System Administrator

Position Description

Invest Detroit is seeking a System Administrator to help us reach a new level of efficiency and strength with our technology systems, primarily our Salesforce platform. Reporting to the Senior Vice President of Operations and Policy, this newly created role will help grow our Salesforce platform, advance our data tracking and reporting processes, and look for ways to improve efficiencies. The role will be responsible for ensuring that the company's data is accurately collected, stored, managed, and analyzed while always upholding agreed-upon security standards. Specifically, our System Administrator will be responsible for the day-to-day configuration, support, maintenance, and improvement of our system. Working closely with all teams throughout the organization, the administrator will identify, develop, and deploy new business processes and system updates. This role is part technical project manager, part administrator, part Salesforce specialist and 100% dedicated to our mission.

The ideal candidate is a strong critical thinker who has experience building relationships across departments. They should have a background in both Salesforce and data management, and share our team's passion for igniting equitable, economic growth in Detroit and the region.

Key Responsibilities:

- Serve as primary system administrator for the Salesforce environment with over 40 users.
- Focus the organization's use of data for what best serves the mission and organizational goals.
- Handle all basic administrative functions for Salesforce including user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other routine tasks.
- Gather detailed requests for improvements or changes to Salesforce, and implement these changes as appropriate
- Automate processes using Salesforce tools such as process builder, flow automation, validation rules.
- Manage less complex Salesforce integrations - those not handled by a Salesforce Developer or Consultant/Partner.
- Identify, install, and maintain appropriate apps from the AppExchange including mass email, document merge, and more.
- Train new users and grow the Salesforce skill set across the organization, including the drafting and updating of guides and training manuals
- Document customizations made in Salesforce.
- Plan ahead for upgrades, seasonal releases and long term projects.
- Assist with the oversight of the organization's data to help ensure integrity and accuracy, including validation, reconciliation and cleansing of data as needed
- Recommend process improvements for data entry and validation across the organization
- Design, run and analyze reports from systems as needed for internal team members
- Create and develop system map(s) and guides for technology platforms as needed
- Work with technology-related vendors or consultants on systems managements, project builds, systems solutions, and security as needed

- Execute other projects as assigned by SVP, Operations & Policy or EVP, Strategy & Programs

Qualifications and Background:

- Minimum two years of experience as a Salesforce administrator preferred.
- Salesforce Admin (ADM201 and ADM211) certified preferred.
- Nonprofit Cloud Consultant certification preferred.
- Experience with financial institutions and/or CDFI processes preferred.
- A documented history of successful project completion.
- A demonstrated ability to understand and articulate complex processes and systems.
- Strong Salesforce interest and ability to quickly master new technology.
- Strong understanding of the Salesforce platform, with the ability to build custom apps and objects, formula fields, processes, custom views, and other content of intermediate complexity preferred.
- Strong understanding of Salesforce best practices and functionality preferred.
- Excellent project management skills and a positive attitude.
- Ability to manage multiple projects and demonstrated ability to meet deadlines
- Creative and analytical thinker with strong problem-solving skills.
- Must demonstrate ability to communicate effectively verbally and in writing with all levels of the organization and collaboratively across teams.
- Ability to critically evaluate and prioritize information gathered from multiple sources and reconcile conflicts.
- Ability to assess the impact of new requirements on Salesforce and other integrated systems.
- Ability to maintain confidentiality and handle sensitive work in a discrete manner
- Willingness to be flexible and acknowledge that this role may evolve overtime as the organization grows
- Knowledge of data warehouses and business intelligences solutions a plus

Salary range for System Administrator is $75,000-$95,000.

Working at Invest Detroit

Invest Detroit is a nonprofit lender, investor, and partner that supports business and real estate projects that will ignite economic growth. Our goal is to increase density and job opportunities in a way that is strategic and inclusive.

The Invest Detroit team is a hard-working, supportive group that is passionate about our mission and believes strongly in equitable opportunity, diversity, and respect. We believe that through partnership, tenacity, creativity, and drive, we can help to improve access to opportunity and an overall better quality of life for all Detroiters.

In addition to competitive salaries, we offer a suite of excellent benefits. Invest Detroit is an equal opportunity employer committed to diversity in the workplace. For more information on our benefits structure, please visit www.investdetroit.com/careers.

To Apply

Please forward your resume and cover letter, outlining how your skills and experience meet the qualifications of the position to Resume@investdetroit.com. Please include "System Administrator" in the subject line and indicate how you heard about this opportunity in the email.