

Position Description – Salesforce.com Administrator

In 2010 TravelCLICK will expand the use of the Salesforce.com (SFDC) application to its Service organization. The **Salesforce.com Administrator** will have a pivotal role in the roll out of this functionality and the success of the expansion. The SFDC Administrator will provide the central administration of the salesforce.com application for the Service Delivery organization and will work in partnership with the team that supports the sales organization in their use of SFDC

The SFDC Administrator will assist in all phases of application support including design, deployment, reporting and dashboard management and user adoption of the SFDC solution as it is incorporated into the Service Delivery organization

Key Responsibilities

- Administers the SFDC application including system configuration, data setup and ongoing maintenance
- Provides first and second level support to Service Delivery personnel in their use of the SFDC application
- Designs and develops new reports, dashboards alerts and workflows as requested to support the teams' needs
- Coordinates with other departments to acquire information needed by SFDC application, administration and entry of necessary information
- Interacts with SFDC Premier Support team on the administration and maintenance of SFDC with specific focus on Service Cloud functions
- Maintains and enforces SFDC policies and procedures within the Service Delivery organization
- Liaises with the IT organization on development projects requiring integration with SFDC. Responsibilities include, assessing business impact, providing business requirements, involvement in User Acceptance Testing, identifying deployment and training needs
- Maintains user accounts, profiles, and supporting information within the application
- Provides status updates to stakeholders on the key SFDC initiatives and progress towards completion
- Collaborates with the Service Delivery management team to establish/build out the operational support model within SFDC
- Monitor application utilization and identify ways to improve use of current applications and expansion of support
- Manage the implementation of new processes and procedures

Prior Experience/Skills

- 3 years experience using SFDC in a system administration role – specifically supporting the Service modules with a minimum 50 person global support organization
- Self starter, self motivated and able to work effectively with minimal supervision. Can do attitude with sense of responsibility
- Able to take the initiative and make decisions in line with business goals and objectives
- Excellent communication skills, particularly by phone and email
- Strong analytical and organizational skills and ability to multi-task
- Experience supporting the integration of SFDC with external applications
- Experience working as part of collaborative, cross functional teams in the deployment and use of SFDC

- Capability of building and establishing relationships, working well with all levels to gain support and be open to innovation and development of new ideas.
- SFDC certification ideal but not required
- Prior Experience implementing SFDC into a Service organization preferred