Job title	*Applications and IT Administrator*
Reports to	*Senior Director, Innovation and Strategic Initiatives*
Salary range	*$75,000 to $95,000*

Position Summary

Reporting to the Senior Director of Innovation and Strategic Initiatives, the Applications and IT Administrator is responsible for supporting and maintaining ASHG's business applications, data, and technological infrastructure. The Administrator regularly assesses ASHG's technological needs, serves as primary administrator for customer relationship system(s), troubleshoots and fixes problems, evaluates new technologies and systems, and implements recommended and approved solutions. The Administrator serves as the main point of contact and manages the relationships with technology vendors and consultants.

Major Duties and Responsibilities

Salesforce Administration

- Serve as primary administrator for the organization's Salesforce environments, including production and sandbox.
- Administer user and license management including setup and deactivation, roles, profiles, permissions, etc.
- Address user support tickets and escalate support cases as needed to Salesforce and other third-party vendors.
- Conduct proactive maintenance including release updates and testing, security and health checks, and general optimization.
- Administer configuration changes, including (but not limited to) apps; digital experiences; objects including fields, record types, and page layouts; process automation (i.e., flows); custom settings; dashboards and reports.
- Maintain system documentation for the production and sandbox environments including customizations made.
- Automate processes using tools such as process builder, flow automation, and validation rules.
- Manage all connected and integrated applications and related third-party vendors.
- Gather detailed requests for improvements or changes to the system and implement these changes as appropriate; proactively communicate feature and platform changes to end users.
- Support end users and monitor user adoption of Salesforce tools and features; identify and evaluate underutilized features.
- Provide ongoing user training and create training materials as needed to grow the Salesforce skills set across the organization.
- Proactively manage Salesforce data and records to improve quality, implementing rules and automation as needed.
- Collaborate with staff to understand data and reporting needs and develop appropriate reports and dashboards in Salesforce (and PowerBI using Salesforce data).

IT Administration

- Manage business software licensing and users for all ASHG technology solutions, including (but not limited to) Microsoft 365, Salesforce, email marketing software, website, and password and project management tools.
- Monitor hardware and software technology inventory use and upgrades required and provide recommendations for related purchases to the Sr. Director.
- Manage relationships with technology vendors and consultants, including (but not limited to) the organization's managed services provider.
- Monitor and assist with general IT support tickets where necessary.
- Monitor and proactively improve the health and security of ASHG technology environments (e.g. coordinating staff security training, email phishing simulations, and Microsoft 365 security improvements).
- Provide users (i.e., staff and contractors) with on- and off-boarding IT support.
- Manage and ensure data deletion requests are completed in accordance with data privacy laws.

- Other duties as assigned to meet organizational requirements.

Project Management
- Provide end to end project management of technology projects, including leading meetings, ensuring tasks are completed on-time and budget, effectively using and implementing project management software, and providing reports and documentation.
- Collaborate with business users and other stakeholders to develop solution roadmaps, define priorities, and develop detailed business and functional requirements, including use cases and stories.

Qualifications

Education
- Bachelor's degree in relevant field (e.g., information technology, computer science, or related field) required.
- Master's degree or relevant certification (e.g., Salesforce Certified Administrator) strongly preferred.

Experience and Skills
- Five (5) or more years of professional experience in IT and application administration required. At least two (2) years of experience as a Salesforce administrator preferred.
- Excellent project management and documentation skills with demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, manage laterally and upwards, and attend to detail. A documented history of successful project completion.
- Strong data analysis, management, and cleaning skills including experience with and ability to use various analysis tools like Excel and PowerBI.
- Strong verbal and written communication skills, with ability to communicate effectively at all levels of the organization. A demonstrated ability to understand and articulate complex processes.
- Ability to assess and convey the impact of new requirements on Salesforce and all upstream and downstream applications, systems, and processes.
- Strong Salesforce interest, understanding, and ability to quickly master new technology.
- Experience with nonprofit processes preferred.
- Creative and analytical thinker with strong problem-solving skills.
- Proactive, positive attitude with orientation toward teamwork and service.
- Commitment to ASHG's mission, vision, and goals and a desire to advance the organization's impact on the field through use of technology.

Working conditions
- 37.5 hours/week, full-time exempt.
- Occasional evening or weekend meetings or events, and travel 2-3x/year, including to the ASHG Annual Meeting each fall and for donor/funder visits.

Physical requirements
This position requires sitting (90%), standing (5%), and walking (5%). It requires computer work involving extensive use of keyboard, mouse, and monitor; and occasionally requires lifting materials of ~20 lbs.