



Job posting preview

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Requisition ID	35679BR
ASU Job Title	Systems Analyst Senior
Job Title	Lead Salesforce Analyst
Campus/Location	Campus: Tempe
Job Family	Information Technology
Department Name	WPC Business Intelligence
Full-Time/Part-Time	Full-Time
VP Code	EXEC VP/PROVOST
Scope of Search	Open
Grant Funded Position	This is not a grant funded position and is not contingent on future grant funding.
Category	02
Salary Range	\$67,680 - \$85,000 per year; DOE
Close Date	13-September-2017
Job Description	<p>The primary role of the Lead Salesforce Analyst in the W. P. Carey School of Business is to ensure that business processes and supporting systems continue to meet our needs. We are looking for someone who can help in the expansion of our Salesforce platform through investigating, understanding, and documenting operational process and requirements. This is an exciting job that includes active technical implementation, project management and system promotion to end users in addition to executing day-to-day configuration, creating tools (including screen interactions, dashboards, rule management and optimization algorithm) and the delivery of support to meet our user's needs and improve their experiences.</p>
Essential Duties	<ul style="list-style-type: none"> • Perform hands-on solution design, prototyping, and proof-of-concepts, as required in support of current and new projects. • Conducts solution reviews with functional teams prior to design and development activities and ensures solution is scalable, aligned with internal product roadmaps and meets business requirements. • Works on all phases of a project: requirements capture, development, testing, production support, etc. • Estimates scope for development efforts. • Communicates with stakeholders and end users to provide support. • Manages the administration of Salesforce objects including user, account, lead, case, knowledge, chatter, opportunities and campaign. • Administers the Salesforce security model including profiles, roles, permission sets and workflows. • Develops and creates customized modules, reports and dashboards. • Designs, creates and maintains user roles, profiles and hierarchies. • Creates and maintains documentation on processes, policies, application configuration and related materials. • Maintains a code repository and implements version control; institute a schedule of code releases. • Keeps abreast of new Salesforce features and functionality and providing recommendations for process improvements.
Minimum Qualifications	<p>Bachelor's degree in Information Technology or related field AND four (4) years experience providing information technology services; OR, Eight (8) years experience providing related information technology services, OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved. Certificates from recognized programs that indicate mastery tools and techniques relevant to the assignment may substitute for up to six months of experience.</p>
Desired Qualifications	<ul style="list-style-type: none"> • Preferred: Evidence of a Master's degree in Information Management or Business Analytics • Evidence of a Salesforce.com Certification • Experience in salesforce administration • Experience in delivering the full software development life cycle with the Force.com platform. • Experience with Agile Project Management • Experience in hands on design, prototyping, development, configurations, testing and other implementation activities. • Demonstrated knowledgeable about applications of Flows, APEX and Visualforce. • Demonstrated knowledge of Git and GitHub. • Proven track record for being detail-oriented with experience in documenting and providing updates on projects. • Experience in troubleshooting skills with the ability to analyze and resolve difficult problems quickly. • Experience in learning new technologies. • Experience in communicating technical concepts to other technical staff members as well as non-technical members of the organization
Working Environment	<p>Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and manipulating a computer mouse; required to stand for varying lengths of time and walk moderate distances to perform work. Occasional bending, reaching, lifting, pushing and pulling up to 25 pounds. Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts. Ability to clearly communicate verbally, read, write, see and hear to perform essential functions. Drives University vehicle and/or cart to campus site.</p>
Department Statement	<p>The W. P. Carey School of Business at Arizona State University is one of the largest business schools in the United States with more than 13,000 students. Solutions for the planet mean developing problem-solvers from around the globe. From our world-renowned faculty representing six continents to thousands of outstanding students who join us every year from around the world, the W. P. Carey School welcomes diversity and encourages global thinking. The W. P. Carey School is internationally recognized for its leadership in business education, groundbreaking research and innovation, and renowned faculty making us one of the top-ranked business schools in the country. Learn more at http://wpcarey.asu.edu.</p>
ASU Statement	<p>Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.</p> <p>ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree</p> <p>AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.</p> <p>Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.</p>

Employment Verification Statement

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

Background Check Statement

ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

Instructions to Apply

Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

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