Job Description
Technology and Data Manager

General Purpose

The Technology and Data Manager will act as Next Step's Salesforce Administrator and will play a key role in supporting the use of Salesforce as the enterprise level Customer Relationship Management (CRM) system. This individual is responsible for executing on the day-to-day configuration, support, maintenance and improvement of our Salesforce platform to meet Next Step's evolving business needs. Duties include maintaining configurations, developing and maintaining data extraction and load scripts, ensuring data is being exchanged between integrated systems (e.g. Outlook, Pardot, etc.), managing user access, and configuring integration with AppExchange components when the initial set of functions and features need to be expanded. The Manager also functions as the liaison between Network Membership, Fundraising, Training, Lender Services, Homebuyer Services, and Communications and Marketing to ensure the application meets their needs and stays current with business operations, policies and processes. In addition to administration duties in Salesforce, this position also includes duties related to technical project management and data analysis.

This position may be based remotely or at our main office in Louisville, Kentucky. The position reports directly to the President & Founder.

Job Responsibilities

- Performing Salesforce administration, maintenance and troubleshooting on a daily basis to keep the system operating in a secure and efficient manner.
- Working with the team as a business analyst in understanding business requirements and translating them into deployable, technical solutions.
- Works directly with end users and seeks opportunities to improve efficiency and drive process change.
- Partnering with AppExchange product implementation teams to facilitate the integration of third party tools with Salesforce.
- Performing administration of AppExchange products that have been integrated.
- Extracting, transforming and loading data to Salesforce.
- Establishing and maintaining data exchange between Salesforce and external systems.
- Data reporting to external partners.
- Administering the organization's technology applications, such as Office 365, Box, TaskRay and Web integrations.
- Conducting system administrative tasks such as profile creation/management, role based security, workflow management, user access management and resource utilization/monitoring.
- Maintaining and supporting Salesforce integrations to ensure clean data transfer.

- Training and coaching end users in Salesforce and troubleshoot issues.
- Ensuring our business is set up for success by aligning all technology platforms with our organizational goals.
- Ensuring data integrity and cleanliness, protection and backup for all data.
- Presenting data visualization reports for external partners and the board of directors.
- Proactively gathering feedback from users and partners to optimize our work.
- Participating in weekly project management meetings supporting the program teams with technology applications and project management tracking across the organization.
- Other duties as assigned by the President or CEO.

General Qualifications
- Salesforce Administrator Certification.
- Knowledge of Pardot preferred.
- Knowledge of TaskRay Project Management for Salesforce preferred.
- Advanced Microsoft Office skills including Excel, Word, PowerPoint and Outlook.
- Ability to keep and maintain confidential and secure records information.
- Ability to communicate effectively both orally and in writing.
- Embodies a positive attitude in a deadline-driven environment.
- Desire to work in a dynamic environment, have self-starter initiative, and a sense of responsibility.
- Friendly and professional demeanor.
- Spanish-language proficiency a plus.
- Must be able to lift up to 25 lbs.
- Must be able to navigate stairs.

Work Hours and Environment
- Office operating hours are 8:30 a.m. – 5:00 p.m. with occasional availability on evenings and weekends required. Remote work is possible.
- Casual dress in office, professional dress when meeting external partners.

Education and Experience
- Bachelors degree in Computer Science, Information Systems or related field. A combination of education and experience including military service will also be considered. Three years of Salesforce administration experience is required.

To Apply:
To submit an application, please send a cover letter, resume and three references to Cindy George at c.george@nextstepus.org.