

SalesForce System Administrator

Acceleration provides unrivalled digital marketing consulting, outsourcing and technology services to clients around the world. We have more than a decade of experience creating client focussed solutions that optimise Software as a Service marketing technologies, automate complex processes, harmonize technology and maximize our clients' return on digital investments.

With key offices in London and New York, Acceleration employs expert teams throughout North America, South America, Europe, the Middle East and Africa, and maintains strategic partnerships with industry leaders including Omniture, Google, DoubleClick, Exact Target and Epsilon.

We aren't your typical company. We do things that haven't been done before, and our employees are some of the best in the world when it comes to maximising client return on digital marketing investments.

Our business is focussed on two core audience segments – Publishers and Marketers, and we are looking to add another top performer to our stable.

Description:

The **SalesForce System Administrator** will be a part of the Business Systems Team and will work on various technical and functional aspects of Salesforce.com.

Management & Reporting

- ▣ You will report to the Business Systems Manager
- ▣ You will work closely with the Global CRM Manager
- ▣ You will work closely with the Integration Services team

Key Responsibilities

- ▣ Acts as Subject Matter Expert on the Salesforce.com application with internal users
- ▣ Work with various business users and other CRM team members on bug/fixes, enhancements and small projects to



Responsibilities

This position is 100% hands-on with primary responsibilities as:

- ▣ Gather requirements
- ▣ Document, analyze and validate requirements
- ▣ Develop a solution in the sandbox and review with other team members
- ▣ Configure Salesforce.com to accommodate requirements
- ▣ Data analysis and mapping between Salesforce.com and other systems
- ▣ Work closely with internal technical team on writing technical specifications, code, test and rollout
- ▣ Trouble-shoot issues within the Salesforce.com system and/or bugs within configured functionality
- ▣ Perform administrative duties for the application
- ▣ Generate periodic administrative reports and dashboards
- ▣ Work closely with other Global CRM team members to support data quality, data migration and user adoption
- ▣ Contribute actively on integration of Salesforce.com with other systems such as billing, contracts and subscription database
- ▣ Lead small projects for enhancements, integration or rollout to small user group
- ▣ Maintain user guides, training documentation, FAQ and best practices guidelines
- ▣ Maintain SLA, and follow change management process
- ▣ Communicate impact of new changes to existing user base

Required Skills / Experience

- ▣ Qualified Salesforce Administrator (or similar CRM administrator qualification – Oracle, MS Dynamics, SAP)
- ▣ Minimum of two years, hands-on experience with Salesforce.com (or alternative CRM application) configuration and administration

Competencies

- ▣ Ability to work in a team environment with distributed team structure in multiple locations
- ▣ Excellent interpersonal and relationship building skills team working, providing customer service and empathy with business users is essential
- ▣ Excellent communication skills (written and verbal)
- ▣ Work well independently or in a team, able to manage own time effectively and prioritize work schedule, based on impact on business



- ▣ Demonstrate sharp, analytical, trouble shooting and problem solving skills
- ▣ Understanding of Business Analysis basics such as requirements gathering, documentation and analysis in a formal way utilizing a standard methodology and process
- ▣ Good understanding of CRM systems, common functions and usage

Please email us if you are interested in becoming 'SalesForce System Administrator'