



Job description

Systems Administrator (Salesforce)

January 31 2019

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

This position is responsible for administering the IT help desk to meet the needs of UK business operations. The Systems Administrator will take ownership of all assigned administrative issues involving the Salesforce system and close them out effectively and efficiently.

Reporting line

The role reports to the Senior Services Manager, Global Business System.

Job purpose

The Salesforce CRM (Customer Relationship Management) Systems Administrator is a role which is part of a growing, dynamic organization. Responsibilities of the position will evolve and change over time.

This role is a key team member assisting INTO staff in the development, implementation, and evaluation of initiatives for all phases of the student lifecycle, from prospective student through student enrolment and progression. The System Administrator is responsible for overall application configuration and assurance that staff use the Salesforce CRM in accordance with best practices.

A qualified candidate for the Salesforce Systems Administrator has expertise in software application use and proficiency. This position works with internal customers to translate user requirements making the most efficient use of the CRM.

The position will be actively involved in creating reports to support both the senior management and

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the admissions staff.

The system administrator will be responsible for initial and on-going training for UK operational staff.

Key accountabilities and duties

Role and Responsibilities

- Daily administration and support of INTO Salesforce system, including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations;
- Implement enhancements and roll out new features;
- Create and manage complex workflow rules and data validation;
- Develop and create customized reports and dashboards;
- Train new and existing users on how to use Salesforce and related applications;
- Keep application users informed about system functionality and enhancements;
- Provide application users with technical support;
- Logging and tracking identified system problems through resolution;
- Creating and maintaining documentation on processes, policies, application configuration and help related materials for users.
- Provide enhancement support to system users liaising with external helpdesks as required.
- Administer relevant system user groups and maintain close relationships with users across the group.
- Specification and testing of new developments, liaising with a wide range of internal users
- Carry out regular routine data checks and system maintenance activities.
- Retain a broad knowledge of the group's activities and developments including the differing needs of Centre's.
- Keep abreast of new Salesforce features and functionality, and provide recommendations for process improvements.
- Other duties as assigned.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in Brighton. Travel within the UK and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.



This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EU passport 	
Education/Qualifications	<ul style="list-style-type: none"> Bachelor's Degree or equivalent in Business, Business Administration, Information Technology, Computer Science, or related fields 	<ul style="list-style-type: none"> Bachelor's Degree or equivalent in combination with 1-3 years' experience in supporting users' internal systems requests
Experience/skills	<ul style="list-style-type: none"> Good understanding of data structures, data modelling Process Flow experience Service Operations experience Proficiency with all other MS Office applications (Excel, Word, PowerPoint, Outlook, etc.) Understanding of the Salesforce Customer Relationship Management system Strong ability to prioritize effectively Strong verbal and written communicator. Ability to meet deadlines and prioritize simultaneous requests. Strong follow-up skills Ability to problem solve effectively 	<ul style="list-style-type: none"> Issue resolution support for operational teams in a quasi-start up environment Instructional experience of small and medium size teams Experience with technologies that work with Salesforce.com Ability to work cross-functionally with Sales, Marketing, IT Prior Salesforce Administration/Support experience Knowledge of Financialforce Excellent ability to serve as a liaison between operational groups and technology team to identify & solve issues rapidly