



Salesforce CRM & IT Support Administrator

The United Way of Buffalo & Erie County is seeking an entry level Salesforce CRM & IT Support Administrator. This hands-on position is responsible for maintaining the Salesforce CRM connection, assisting in hardware, software, and network infrastructure administration, in addition to responding to technical support questions and ensuring user adoption of applications and workflow processes. This position reports to the Chief Financial Officer and works closely with the IT Manager.

Responsibilities:

- Responsible for maintaining the Salesforce CRM System, including updates, enhancements, building reports, managing dashboards, workflows, and security
- Monitors and assist end-user usage of Salesforce CRM System and performs daily administration and user support tasks. Provides end-user application support including Microsoft Office, Adobe InDesign and Acrobat Pro, Google G Suite, Chrome Browser extensions and Google Drive File Stream
- Provides Google G Suite and Microsoft Office Suite administration
- Provides Spanning.com backup system administration
- Learn about and provide support for industry-specific (Andar) e-Pledge system and Andar donor database system
- Ensures all PCs, Macs, Chromebooks and servers are fully patched through Cloud Management Suite
- Assists the IT Manager in the management of Microsoft Active Directory
- Manages user password resets for Microsoft and Google G suite and Salesforce.com
- Monitors server health and applies necessary corrective action and upgrades server operating systems as needed and under the direction of IT Manager
- Upgrades SQL database server as needed
- Conducts New User Orientations
- Maintains hardware/software inventory by user, machine serial numbers and warranty status
- Supports diversity, equity, and inclusion work within the organization and in the community
- Visibly demonstrates United Way Values of agility, equity, service, integrity, collaboration and accountability
- Attends mandatory organizational, departmental and committee meetings and trainings as directed
- Engages in job-related travel to designated meetings, conferences, and events. Maintains established departmental policies, procedures and objectives
- Performs general office duties such as typing, filing, data entry, opening mail, etc
- Performs other duties as requested

Education, Skills, Knowledge, Experience:

- Two years of technical support experience preferred
- One year of Salesforce experience preferred
- Managing and prioritizing projects
- Strong commitment to internal customer service
- Communicating effectively across all levels with a diverse group of internal and external customers
- Coaching and developing PC skills for end users
- Windows 10, Office 2016 (and prior), Microsoft Server 2016 and Microsoft SQL 2008 and higher, Active Directory, MacOS, ChromeOS
- Google G Suite, Salesforce.com, VMWare 6x, Zix Email Encryption, Teamgantt.com, Spanning.com, Cisco preferred

For consideration please email a cover letter and resume to jobs@uwbec.org attention Beth Sullivan, Human Resource Manager.

United Way of Buffalo & Erie County has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWBECE encourages people of diverse backgrounds and experiences to apply for this position.