

**Office of the Attorney General**  
Human Resources  
Indiana Government Center South, 5<sup>th</sup> floor  
302 W. Washington Street  
Indianapolis, IN 46204  
[jobs@atg.in.gov](mailto:jobs@atg.in.gov)  
317-232-7979 (fax)



# JOB POSTING

---

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

## Director of Salesforce Operations

**Summary:** The Office of the Indiana Attorney General (OAG) seeks a Director of Salesforce Operations to champion the strategic evolution and technical optimization of our legal case management system. This leadership role demands a unique blend of strategic vision, technical mastery, and collaborative spirit.

### **Duties/Responsibilities:**

Essential Duties and Responsibilities include the following:

- Crafting long-term roadmap that aligns with OAG's mission & objectives.
- Leveraging in-depth understanding of Salesforce Service Cloud, and integrated technologies.
- Ensure system operates at peak efficiency and adheres to the highest security standards.
- Collaborate with legal teams to translate their evolving needs into actionable system enhancements, prioritizing functionality for maximum impact.
- Lead a dynamic team of three: Two Salesforce Administrators and a Business Analyst/Project Manager (BA/PM); fostering a culture of continuous learning and excellence.
- Establish & enforce robust security measures.
- Staying current on evolving data security regulations, and ensuring the platform adheres to state and federal compliance requirements.
  - Proactive approach to identify and mitigate potential security risks, while the development and oversight of a comprehensive security incident response (SIRP) will provide an additional layer of protection.
- Serve as a trusted advisor to the Chief Technology Officer (CTO), providing strategic guidance on all legal case management system matters.
- Foster a collaborative environment where Legal, IT, and other departments work together seamlessly.
  - Acting as a bridge between technical and non-technical stakeholders, you'll partner on data management initiatives and lend your expertise to data-driven business process improvement efforts.

### **Specific Job Requirements include:**

- Minimum of 10 years of experience in a technical leadership role within legal, government, or non-profit organization.
- At least 5 years of experience as a Salesforce Architect or equivalent is essential.
- Proven track record of leading and mentoring technical teams.
- Exceptional understanding of legal case management best practices and workflows.
- In-depth knowledge of data security principles and government compliance requirements.
- Strong project management skills will be instrumental in guiding your team and ensuring efficient system development.

**Preferred Qualifications:**

- Unique blend of vision, technical competence, and collaborative spirit.
- Highly motivated individual with a passion for building and optimizing complex systems.
- Thrives in a collaborative environment.
- Opportunity to make real impact on OAG's legal operations awaits the right candidate.