

Office of the Attorney General
Human Resources
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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.

SALESFORCE ADMINISTRATOR **Information Technology Division**

Title: Intermediate Salesforce Administrator
Reports to: Director of Information Technology
Status: Exempt, Full Time
Location: Indianapolis, Hybrid (2 days in the office)
Date: 10/21/2022

Job Summary

The Salesforce Administrator is responsible for providing ongoing support, maintenance, and configuration for OAG's instance of the Salesforce platform. Duties include installing applications, adding objects and fields; data management; support functions; data analysis; creating data standards and auditing for data quality; sustaining user adoption and training on the system.

Duties and Responsibilities

- Acts as the subject matter expert to participate in business discussions relating to new functionality, system solutions and other needs as identified by the business.
- Configures Salesforce, including custom objects and fields, page layouts, reports, dashboards, profiles, rules, triggers, workflows and approval processes.
- Maintains reports and dashboards.
- Evaluates, recommends and assists in implementation of third-party solutions and app exchange packages based on business request or project needs.
- Troubleshoots and solves issues related to the Salesforce environment and applications in use from the app exchange.
- Manages the testing process for new functionality:
 - Creates test cases
 - Establishes protocols and testing environments
 - Coordinates testing with business and IT to ensure functionality is met with releases
- Researches and stays up to date with Salesforce releases. Analyzes new functionality impact to environment and plans for release.

Qualifications

- Bachelor's degree in a related field strongly preferred
- 5+ years of relevant IT experience

- 2+ years of relevant Salesforce experience
- Salesforce Certified Administrator preferred
- Lightning and Services Cloud experience preferred
- Understanding of relational databases and data integration tools
- Experience with APEX, Java, and HTML
- Experience with Nintex Drawloop DocGen.
- Strong verbal and written communication skills
- Strong problem solving skills
- Work experience that demonstrates interpersonal and teamwork skills
- Must be organized, meticulous, detail-oriented, and able to multitask
- Ability to interact well with external service providers and all employees
- Commitment to customer service
- Professional attitude, demeanor, and appearance

Supervisory Responsibilities

- None