

URBAN REDEVELOPMENT AUTHORITY OF PITTSBURGH

DEPARTMENT: EXECUTIVE POSITION: SALESFORCE BUSINESS ANALYST

POSITION SUMMARY

This position is for a Salesforce Business Analyst in the Executive Department at the Urban Redevelopment Authority of Pittsburgh (URA). The Salesforce Business Analyst will develop and maintain Salesforce.com solutions that support critical business processes. Qualified candidates should have demonstrated experience with Salesforce administration, including gathering, configuration, testing, training, and post-deployment support. The Salesforce Business Analyst will identify, prioritize, and manage Salesforce roadmap initiatives that support URA programs and projects. This position is at-will and non-union.

The successful candidate must have strong ability to effectively communicate to business leaders, collaborate on technology opportunities and have experience managing the implementation and maintenance of complex Salesforce customizations.

The URA is the City of Pittsburgh's economic development agency, committed to creating jobs, expanding the City's tax base and improving the vitality of businesses and neighborhoods.

ESSENTIAL FUNCTIONS

- Manage daily operations of Salesforce
- Support design, development, deployment and maintenance of custom business solutions
- Design, develop, test and maintain complex Salesforce configuration, such as visual flows, workflow rules, processes and approvals
- Maintain security model through profiles, permission sets and role hierarchy
- Design custom list views, reports and dashboards to analyze and visualize Salesforce data
- Perform data audits to verify data integrity
- Manage and maintain sandbox environments
- Drive adoption of new and existing functionality by providing guidance and mentorship to users
- Identify opportunities for Salesforce process optimizations
- Assist the Executive Director, as required
- Perform other duties as required

QUALIFICATIONS

- Bachelor's degree in Information Technology or related field
- Salesforce.com Certified Administrator credential
- One year plus in Salesforce administration
- Strong time management and project management skills
- Ability to effectively communicate to business leaders and collaborate on technology opportunities
- Experience managing the implementation and maintenance of complex Salesforce customizations
- Ability to handle urgent requests and troubleshoot system emergencies

- Experience with Lightning Experience and related functionality
- Experience working in finance, government or related industries
- Experience with Sales Cloud administration
- Verbal and written skills required
- Must have customer service and team player skills
- Effective communication skills and team building
- Microsoft Word/Excel skills
- Valid PA driver's license required
- Another combination of education, experience, knowledge and abilities demonstrating the qualifications necessary to perform the duties of this position would also be considered
- **City residency is a condition of employment**

SALARY

Range: \$55,000 - \$65,000

The URA is an equal opportunity affirmative action employer. All qualified applicants will receive consideration without regard to race, religion, color, gender, age, national origin, ancestry, disability, sexual orientation, gender identity, gender expression, political, and/or union affiliation.

AN APPLICANT MUST BE A CITY OF PITTSBURGH RESIDENT, OR BECOME ONE AS A CONDITION OF EMPLOYMENT AT THE URA.

Please email resume and letter of interest to:

Columbus C. Brooks, GCDF
Human Resources Manager
Urban Redevelopment Authority of Pittsburgh
200 Ross Street, 12th Floor
Pittsburgh, PA 15219
Phone: 412-255-6655; Fax: 412-255-6617
Email: cbrooks@ura.org

4/10/18