



## **POSITION DESCRIPTION**

**Position Title:** Salesforce Developer/Administrator

**Location:** Washington, DC 20005; Flex-Work Eligible in Washington, DC; Remote-Work Eligible

**Salary:** \$75,000 to \$100,000

### **About the Organization**

Student Veterans of America (SVA) is a 501(c)(3) higher education non-profit, headquartered in Washington, DC. With a mission focused on empowering student veterans, SVA is committed to providing an educational experience that goes beyond the classroom. Through a dedicated network of more than 1,500 on-campus chapters, SVA aims to inspire veterans by connecting student veterans with a community of dedicated chapter leaders. Every day these passionate leaders work to provide the necessary resources, network support, and advocacy to ensure student veterans can effectively connect, expand their skills, and ultimately achieve their greatest potential. For more information, visit us at [www.studentveterans.org](http://www.studentveterans.org).

### **Summary**

SVA is looking for a Salesforce Developer/Admin who will provide support to the organization through the customization and configuration of the Salesforce platform. The position will customize and help manage the organization's Salesforce.com database, building custom components and features for multiple departments, and respond to help tickets from users. As a Salesforce Developer/Admin, you will play a vital role in helping to improve the user experience for our chapters, members, partners, and staff by helping to maintain, debug, and enhance our Experience Cloud (Communities). Guided by SVA's Vice President of Research and in collaboration with other departments you will work on adding custom solutions that fit the organization's vision, mission, and strategic plan. Ideal candidate is someone who wants to apply and grow their Salesforce skills with an established non-profit organization who is expanding their Salesforce platform.

### **Responsibilities**

- Provide system administration and customization support of internal and customer-facing (Experience Cloud FNA Communities) Salesforce environment, especially related to customized applications including Apex, Visualforce and lightning components, user



permissions, security settings, process builders, visual flow, custom objects, and validation rules

- Continually improve UX and UI using Visualforce, JavaScript and JQuery for internal and external users.
- Translate the organization's mission, vision, and strategic plan into creative and effective technical designs
- Assist in the creating and maintaining custom objects
- Participate in the planning/analysis of business requirements for system changes and enhancements
- Collaborate inter-departmentally to identify needs and translate them into customized solutions within the organization's Salesforce instance
- Create testing and implementation plans, including user training and documentation
- Work with third-party vendors on large-scale Salesforce implementations.
- Process, clean, and verify the integrity of data before uploading or integrating into Salesforce instance
- Remain current with Salesforce technologies and best practices
- Other duties as assigned

## **Education and Experience**

### *Required*

- Bachelor's Degree in Computer Science, Engineering or related technical field or 3 years of experience as a Salesforce Administrator and/or Developer.
- Excellent organizational, verbal, and written communication skills
- Ability to collaborate with multiple departments
- Experience in developing custom APEX, Javascript, and Visualforce components
- Experience working in Experience Cloud (formerly known as Communities)
- Advanced knowledge of Salesforce permissions, roles, reports, dashboards, and logical formulas
- Experience in migrating data and customizations across Salesforce environments
- Experience in Salesforce custom object and app development and maintenance
- Experience with APIs and integrations
- Strong attention to detail, and the ability to multi-task and prioritize tasks
- Experience writing and updating technical documentation
- Excellent troubleshooting skills
- Excellent customer service skills

### *Preferred*



- Competency in HTML, CSS, SQL, Java, REST and SOAP-based web services
- Familiarity with developing on other cloud platforms, such as Microsoft Azure or Amazon Web Services
- Demonstrates continued personal/professional development
- Certified Salesforce Platform Developer

### **Requirements and Benefits**

This position is located at SVA's National Headquarters in Washington, DC but is eligible for flex-work and remote-work. SVA is currently operating under a remote work policy due to COVID-19. SVA offers medical, dental, and vision insurance as well as a 401k retirement plan and match.

### **Application**

Email resume, cover letter, and salary requirements to [careers@studentveterans.org](mailto:careers@studentveterans.org). Please include "Salesforce Admin" in the subject line. SVA is an Equal Opportunity Employer.