
Auburn University Job Description

Job Title: **Functional Administrator- COA**

Job Family: No Family

Job Code: **HC93**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

Job Summary

This position is responsible for supporting the CRM within the College of Agriculture (COA). This individual completes upgrades, solution design, analysis, troubleshooting, bug-fixes, testing, and documentation for the user facing applications and products within Salesforce. This role contributes to the oversight and strategic planning that will ensure alignment with the larger enterprise initiatives. This position works with end users to understand and document their needs as business requirements as well as recommend and implement changes to existing or new applications.

Essential Functions

1. Develops, maintains and updates data elements and reporting tools within Salesforce to support College of Agriculture goals and decision making.
2. Interfaces directly with College of Agriculture administration, faculty, staff and other stakeholders to identify user requirements, assess available technologies and recommend solution options and build additional functionality within Salesforce.
3. Performs maintenance, implementation, training and support for data within the College of Agriculture's programs to support well-informed decision making. Serves as the college's functional administrator for Salesforce and provides troubleshooting for Salesforce uses that reside within the college.
4. Review, explore and prioritize all work requests related to Salesforce (reports, custom fields or processes, new app or systems integrations, etc.).
5. Coordinate with other functional admin resources within the academic org to ensure functional alignment.
6. Produce and manage all project artifacts required under release management guidelines.
7. Performs other duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Industrial & Systems Engineering, Computer Engineering, Management Information Systems, or related field.
Experience (yrs.)	4	Requires demonstrated and directly related experience in the administration, design, and/or implementation of Salesforce, including creating objects, fields, workflows, and customizing page layouts, tabs, and business processes.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of data management within Salesforce or similar CRM platforms.

Certification or Licensure Requirements

Salesforce Certified Administrator, or comparable CRM platform, within one (1) year of hire/transfer

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, .

Job occasionally requires standing, walking, talking, hearing, handling objects with hands, .

Ability to see information in print and/or electronically.

Date: 12/3/2020
