Position: Salesforce Business Analyst
Reports to: Director of Information Technology Services
Job Status: Fulltime, non-exempt

The Denver Scholarship Foundation (DSF) is a 501(c)(3) nonprofit organization whose mission is to inspire and empower Denver Public Schools (DPS) students to achieve their postsecondary goals by providing the tools, knowledge and financial resources essential for success.

DSF is dedicated to our core values: equity, innovation, leadership, learning, relationships, and integrity. We seek candidates who will model, live, and reinforce the Denver Scholarship Foundation's core values within the organization and with the broader community.

Position Summary:
The Salesforce Business Analyst is responsible for the administration, implementation, performance, and ongoing development of Denver Scholarship Foundation (DSF)'s program software applications. This position supports the organization with technical consultation, collaborates with end-users, and serves as single point of contact to external technology vendors to ensure applications are meeting business and policy requirements for data availability and integrity. (S)he will also lead efforts to increase efficiency and streamline processes through analyzing and implementing new software applications, as well as assisting with maintaining a sustainable IT infrastructure.

Overview of Responsibilities:

- Daily administration and support of DSF's program database including but not limited to user and profile setup, creation of objects, fields, page layouts, reports and dashboards, sandbox deployments, workflows, and the community portal
- Maintain Salesforce Apex Classes, Apex Triggers, and Visualforce pages in collaboration with vendor and consultant resources.
- Stay up-to-date with new software features and functionality and make recommendations for process improvement
- Create and update documentation related to software system administration, processes and procedures.
- Create and maintain a calendar for database upkeep
- Provide end-users with systems training, training documentation, consultation, and technical support
- Work with departments to understand business requirements and rules, translating into technical specifications for deployment of solutions.
- Manage new development in coordination with technical consultants; gain expert understanding of business requirements; create and maintain project documentation including detailed requirements and workflows; design and lead testing activities; coordinate deployment into production.
- Provide support to Assistant Director of Evaluation for data interpretation, evaluation, analysis, and reporting

- Serve as project manager, technical lead and single point of contact to external consultants to improve software application design, implement new functionality, and deploy solutions for cross-platform integration; drive project plan and timelines.
- Control project scope, and manage contractors in order to stay within estimated project hours.
- Manage project list, working with departments to prioritize work to complete within the allocated budget.
- Serve as backup for IT operational duties as needed

Position Requirements:
- Bachelor's Degree
- Salesforce Administrator Certification (ADM 201) desired, but not required
- Strong working knowledge of CRM database systems, development/administration concepts, security, and best practices
- Advanced knowledge in data cleansing and transformation, importing and exporting, querying, reporting, and analysis skills
- Proficiency in Microsoft Office Suite, including Excel, with ability to fluently use complex Excel logical functions and pivot tables
- Demonstrated ability to apply creative technical solutions to complex problems
- Ability and desire to quickly learn new technologies
- Excellent verbal, written, and interpersonal communication skills
- Self-directed, highly organized with demonstrated ability to meet deadlines and manage multiple projects and priorities
- Keen awareness of sensitive nature of work and the need for confidentiality

Highly Desired
A sense of humor, high energy, tolerance for change, and a demonstrated ability to create a positive culture and sense of empowerment for students/families and staff

Mental/Visual Demands and Physical Working Conditions:
- Professional office environment
- Highly sensitive and confidential
- Extensive daily use of computers and software applications
- Must be able to regularly operate technology including copier, computer, telephone, and other communication tools as needed
- Access to reliable transportation to travel, locally and regionally to offsite meetings
- Occasional evening and weekend work required
- Physical demands may involve lifting materials and equipment up to 30 pounds

How to Apply:
Submit a cover letter and resume to

jobs@denverscholarship.org
Subject: Salesforce Business Analyst

Denver Scholarship Foundation is an Equal Opportunity Employer.