

## Salesforce Administrator

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Anglo-American University announces a search to fill the **full-time position of Salesforce Administrator**.

Anglo-American University is the oldest private university in the Czech Republic, offering undergraduate and graduate programs accredited both in the Czech Republic and the United States of America. Our mission is to provide high-quality education through personalized interaction between students, faculty, and staff in a diverse, international environment.

### **General Description:**

As Salesforce Administrator, you'll play a vital role at Anglo-American University. We are looking for a proactive individual that can help us continually improve and enhance our Salesforce platform, gathering requirements and feedback, designing scalable best practice solutions, and managing the product road map. Our Salesforce user experience is of great importance to us, therefore the Salesforce Administrator should enjoy all aspects of user management including support tickets, training, and designing solutions with user satisfaction a priority.

We are looking for someone with a good understanding of the Salesforce platform, and specifically EDA, who can grasp both our current setup and our business objectives, in order to quickly identify areas of improvement. The Salesforce Administrator should be comfortable with change management and governance, as well as communicating, prioritizing and managing all aspects of a Salesforce project. The ideal candidate will be happy liaising with stakeholders at all levels, with the ability to translate technical information into layman's terms, clearly explaining design options and their potential impact.

The Salesforce Administrator will report to the Director of IT.

### **Responsibilities:**

- Managing Salesforce roles, profiles, sharing rules, workflows, and groups
- Importing leads, contacts, and other data
- Upgrading and configuring Salesforce systems for optimized integration
- Performing database maintenance tasks, including diagnostic tests and duplicate entry cleansing.
- Evaluating and installing new Salesforce releases
- Providing training and support to all Salesforce users
- Helping users develop or fine-tune reports so they yield meaningful metrics
- Troubleshooting email campaigns, workflows, approval cycles, or auto-responders
- Regularly performing a Salesforce Health Check
- Developing the platform further with internal and external stakeholders and partners

### **Profile:**

- Salesforce certified administrator or Salesforce advanced administrator certification
- 2-3 years of experience as a Salesforce administrator
- Previous experience in the administration and maintenance of Salesforce systems, especially Sales Cloud and Education Cloud
- Experience in performing Salesforce upgrades and ensuring successful integration
- Proficiency in creating Salesforce profiles, allocating roles, and managing access
- Ability to provide Salesforce training and end-user support
- Knowledge of importing data and generating Salesforce reports

- Experience with SSO, two-factor authentication, and certificate problems
- Experience implementing Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, mobile administration, dashboards and reports
- Experience in change management and governance
- A proactive attitude to platform enhancements
- Ability to develop technical documentation
- Trailhead Badges/Super Badges
- Excellent English; Czech is an advantage
- Friendly demeanour
- Strong communication and presentation skills

**AAU's current Salesforce Setup is built on EDA and includes, but is not limited to:**

- Sales Cloud
- Education Cloud
- Experience Cloud
- Pardot
- Analytics Studio
- Booker 25
- Form Assembly

**We offer:**

- Work at a prestigious university in an inspiring palace under Prague Castle
- Multicultural, international environment
- Friendly staff and colleagues
- 25 days of vacation per a year
- 5 sick days per a year
- One-hour lunch break included in working hours.

Interested candidates should send their CV and a cover letter to **Lucie Kacovská** at [lucie.kacovska@aauni.edu](mailto:lucie.kacovska@aauni.edu). The review of the applications will start immediately and will continue until the position is filled. It is expected that the selected candidate will assume the position **from September 1, 2022**.

The contract will be concluded for one year; in case of satisfaction and good results of the team and the university, the contract may be prolonged.

For more information about the University, visit the website of [Anglo-American University](https://www.aauni.edu).