CLASSIFICATION DESCRIPTON

TITLE: Director of Implementation and Architecture, Entrepreneurial Ecosystems
JOB CODE: 22 (Exempt)

GENERAL DESCRIPTION OF DUTIES

The Director of Implementation and Architecture will lead the ongoing development of our salesforce.com deployment by identifying and removing internal and external silos. The successful candidate will have a record of success in improving processes and adoption using the Force.com platform. The position will require work closely with functional leaders, organizational units, and subject matter experts to identify develop and deploy new business processes including Marketing, Outreach, Systems Architecture and Design along with responsibility for training, adoption and optimization with city-wide staff and across all city departments.

The Director of Implementation and Architecture will be responsible for the executing on the day-to-day configuration, support, maintenance and improvement of our CRM platform. Position reports to the Chief Innovation Officer.

One of the recognized chief barriers to economic development and the growth of strong entrepreneurial ecosystems is excessive bureaucracy. This individual will organize, lead and implement internal and external strategies aimed at eliminating barriers to economic development by eliminating silos, creating accountability measures and making data more accessible and useable to City Council, all City Staff, Citizens and the Business Community.

Employees in this classification function at a high level, and are responsible for analyzing technical software applications and promoting optimal performance in systems development through use of state-of-the-art information technology. Provides continuous monitoring of work processes to ensure quality assurance/control and improvements to current processes and procedures where applicable.

These employees will form strong external partnerships with stakeholders in education, technology, business and government.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Serve as primary system architect and administrator for the Salesforce.com environment

- Design and implement citywide training and education programs aimed at growing the city capability through the Salesforce environment and supporting applications.

- Complete regular internal system audits and prepare for upgrades

- Manage Salesforce.com data feeds and other integrations

- Coordinate the evaluation, scope and completion of new development requests

- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities

- Identify and eliminate silos and barriers that limit intergovernmental function.

- Identify strategies and measures and deploy technology to increase efficiency, accountability and eliminate excessive bureaucracy.

- Assist in training of new users, and grow the Salesforce.com skill set across the organization

- Effectively act as the liaison between our users, vendors and the application development teams

- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

- Bachelor's Degree with major course work in Computer Science, or an equivalent combination of education, training and experience

- Minimum two years of experience as a Salesforce.com administrator

- Proven ability to design and implement new processes and facilitate user adoption.

- Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity

- Strong understanding of Salesforce.com best practices and functionality

- Strong data management abilities

- A documented history of successfully driving projects to completion

- A demonstrated ability to understand and articulate complex requirements

LICENSES, CERTIFICATIONS OR REGISTRATIONS

- Salesforce Certified Administrator Certification

- Salesforce Advanced Administrator Certification

- Salesforce Platform App Builder Certification

- Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Trailhead Ranger

- Ability to understand and follow written and oral instructions.

- Ability to clearly communicate information both verbally and in writing.

- Excellent project management skills and a positive attitude

- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards

- Creative and analytical thinker with strong problem-solving skills

- Must demonstrate exceptional verbal and written communication skills

- Must demonstrate ability to communicate effectively at all levels of the organization

- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs

- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes

- Skill in interpersonal, leadership, planning, management and communications; ability to communicate professionally verbally, in writing, and in presentations.

- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.

- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and City administration.

- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.

- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.