SENIOR SYSTEMS ANALYST
NOW HIRING

CITY OF PALM COAST CAREER
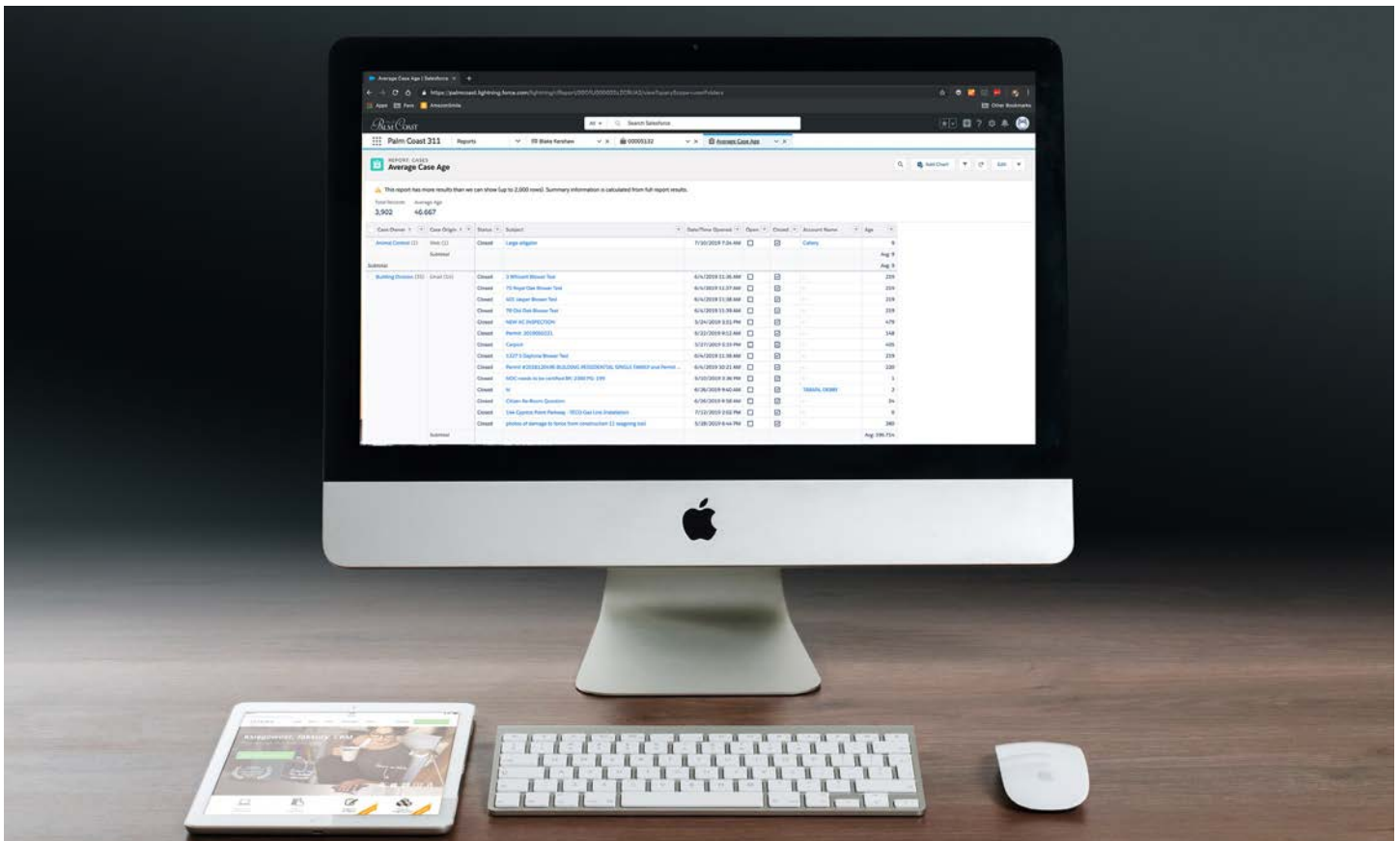OPPORTUNITY

The City

One of Florida's newest cities (incorporated 1999), Palm Coast is a Florida paradise – situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and just minutes from pristine Atlantic Ocean beaches. Vibrant lifestyle and the natural environment go hand-in-hand here. The City offers a dozen beautiful parks, 125+ miles of connecting trails and paths for walking/bicycling, abundant fishing and boating, a year-round Running Series, and world-class tennis and golf. Lined with historic oaks, towering pines and indigenous vegetation, Palm Coast's parks and trails showcase the splendid elegance of the native Florida landscape. Bird-watching is popular at St. Joe Walkway and Linear Park, which are designated as Great Florida Birding & Wildlife Trails, and visitors can spot dolphins and seabirds as they stroll along the Intracoastal at Waterfront Park. The City currently has an estimated population of 85,000.

The Position

The Senior Systems Analyst will lead the ongoing maintenance and support of our Salesforce environment. The Systems Analyst will work closely with our research and development team to identify and enhance business processes within the Salesforce ecosystem. Candidates should possess broad knowledge of customizing Salesforce, regularly configuring the platform, managing users, and looking for ways to get even more out of its features and capabilities. The Systems Analyst will be responsible for the executing of day-to-day configuration, support, maintenance and improvement of our CRM platform. Position reports to the Head of Research & Development.
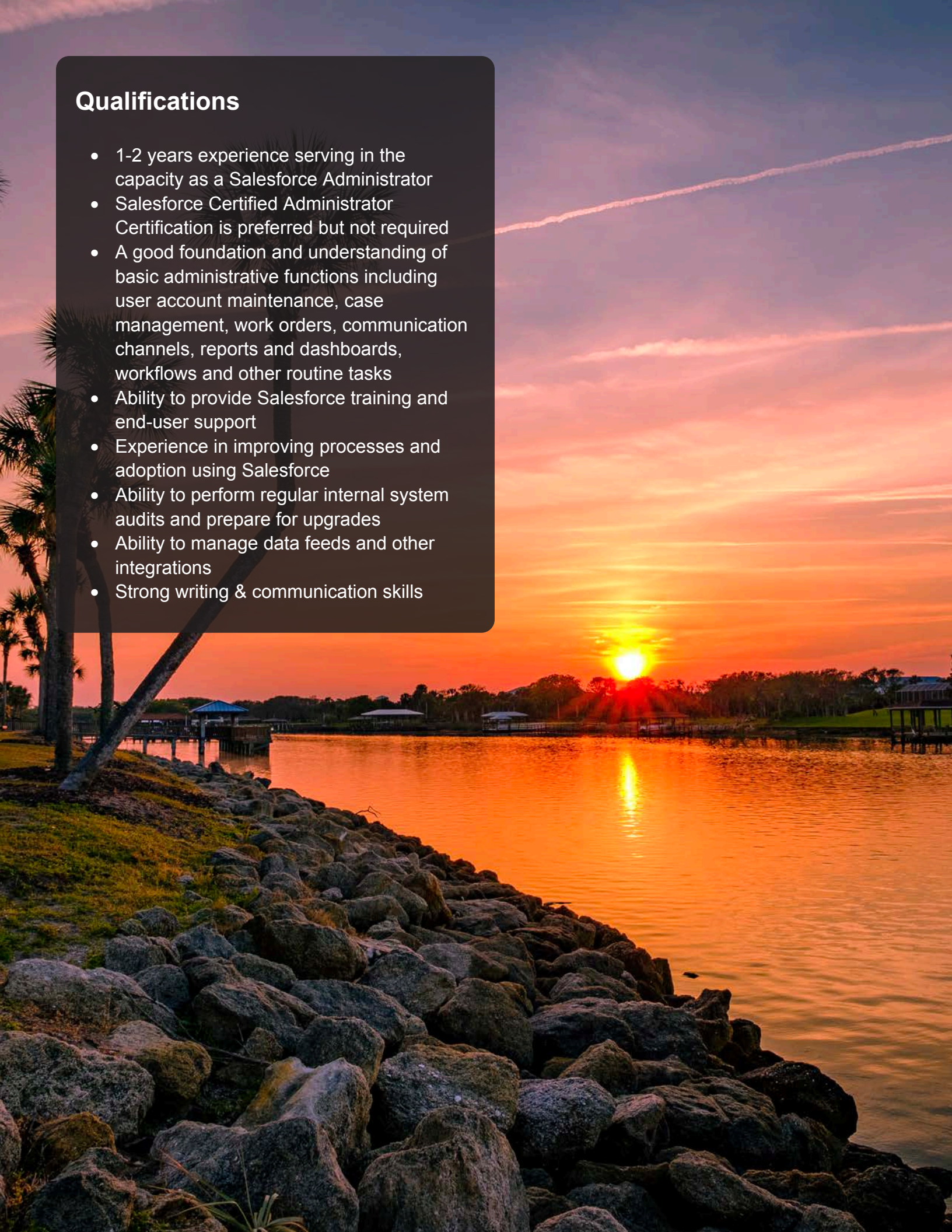

Key Duties and Responsibilities

- Serve as primary system administrator for Salesforce environment.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Complete regular internal system audits and prepare for upgrades.
- Manage data feeds and other integrations.
- Work with our research and development team to establish suitable processes to support administrative, development, and change management activities.
- Conduct user acceptance testing for all platform development implementations.
- Develop and maintain project deliverables that support the business processes, including functional specifications, solution design documents and hands-on configuration of the system.

Qualifications

- 1-2 years experience serving in the capacity as a Salesforce Administrator
- Salesforce Certified Administrator Certification is preferred but not required
- A good foundation and understanding of basic administrative functions including user account maintenance, case management, work orders, communication channels, reports and dashboards, workflows and other routine tasks
- Ability to provide Salesforce training and end-user support
- Experience in improving processes and adoption using Salesforce
- Ability to perform regular internal system audits and prepare for upgrades
- Ability to manage data feeds and other integrations
- Strong writing & communication skills

The Ideal Candidate

If you love to use technology to solve problems, or derive value in knowing the work you do makes a difference in the lives of others, we just might be the right fit for you.

The ideal candidate for the Senior Systems Analyst position will be an out-of-the-box thinker who has the ability to find creative solutions to problems, communicate technical ideas to non-technical people, and to motivate through a positive attitude.

They will be well experienced on the platform and able to provide best-practice guidance as we continue to grow our implementation.

Compensation and Benefits

Starting salary range is $56,314 - $71,365. The full salary range is $56,314 - $96,482. The starting salary will depend on qualifications and experience. Benefits are excellent. The City offers a retirement plan where the City contributes 10% of the salary towards a 401(a) plan. In addition, the City offers an additional match up to 2% with employee contribution towards a 457 plan. For more information, about the City's benefits, such as health/dental insurance, vacation and sick leave, and other insurance plans, please contact Human Resources at human_resources@palmcoastgov. com or (386) 986-3718.

How to Apply

Apply online through the City's website at www.palmcoastgov.com/employment/openings. Questions should be directed to Human Resources at human_resources@palmcoastgov.com or (386) 986-3718.

Confidentiality

Under the Florida Public Records Act, all applicants are subject to disclosure upon receipt. References are checked after the interview and selection process is completed.

The Process

Applications will be accepted until the position is filled. The City intends to conduct a comprehensive recruitment and selection process to ensure that not only a qualified candidate is selected, but also one who will complement the City's organizational culture.

Other Important Information

The City of Palm Coast is an Equal Opportunity Employer and encourages women, minorities, and veterans to apply. A veteran's preference will be awarded per Florida law.