

Role: Salesforce CRM Administrator/Data Analyst

Reports to: Sr. Director of Marketing

Job Type: Exempt/Full-Time

Location: Virtual/Remote

General Summary:

Responsible to provide technical strategy and direction to ensure the Salesforce application aligns with and meets business requirements. This individual will lead the overall management of the system and will provide best practices and recommendations for integration and application development, deployment and iterative refinement. In addition, individual will participate in process improvement analysis.

The Salesforce Administrator/Data Analyst is responsible for the administration and customization of Salesforce throughout the organization. Responsibilities include design/architecture, data cleansing, merging, de-duplication, streamlining, complex customization and reporting, process optimization and automation. Other responsibilities include end user training to both existing and new users, consulting with end-users to analyze and understand user needs, objectives, desired features, and input and output requirements. This role requires strong project management skills, data analysis skills, and the ability to determine key metrics, analyze results, gain insights, trends, and the proven ability to make recommendations to management based on those results.

Responsibilities:

- Ownership of the Salesforce environment and primary Salesforce administrator
- Leads system architecture management, security and maintenance
- Analyzes, designs, configures, develops, tests, and implements application changes
- Integrates with other systems to support operational efficiency
- Develops reports, dashboards and processes to continuously monitor data quality and integrity
- Responsible for CRM data management including bulk data migrations, integrations and system maintenance
- Drives new projects to further enhance Salesforce implementation and value
- Defines, communicates and manages a change management process to develop and implement new applications and updates to existing applications
- Acts as a technical interface between IT, business users and suppliers
- Manages ongoing production support requests and administrative needs of users
- Trains and advocates system value to support personnel and end-users regarding both existing functionality and new features

- Works with management to identify new and creative processes and procedures to leverage the database to support additional business processes or functions
- Analyzes existing interdepartmental processes to determine and prioritize strategic business requirements, standardizations and designs
- Manages outsourced Salesforce implementation partners (consultants) as required
- Committed to continuous learning as the environment (both within the application and within our business) lends itself to rapidly changes
- Extends the application and user interface using Salesforce programming languages
- Strong organizational skills
- Ability to administer all avenues of Salesforce
- Standardization of Salesforce reports and dashboards across the organization
- Standardize, clean and align existing data
- Manage mass imports and exports of data
- Develop and provide end user training for new and existing users
- Automate and improve data reporting, quality, and governance while providing expertise in effective daily, weekly and monthly reporting, dashboard and metric design
- Ability to analyze and solve complex problems, provide documentation, guide and instruction to users, at all levels
- Review and understand general organization drivers and context for development projects and assist in defining required features and mapping Salesforce features to business processes
- Oversee the feature request/support backlog and work with leadership and consulting partners to prioritize and execute on it
- Evangelize and drive user adoption across the organization to ensure a successful rollout
- Implement enhancements and roll out new features
- Execute solution design activities such as data mapping, object modeling, page layout design and rule logic definition in the context of the Salesforce application
- Create training material, SOPs and maintain all documentation

Skills & Experience Required:

- Bachelor's Degree in Computer Science, Information Systems, Business, or Finance and/or equivalent work experience
- 5+ years managing business data with a demonstrated ability to work cross functionally in a matrix environment
- 5+ years of experience in Salesforce management within an organization
- Proficiency in MS Word, PowerPoint and Excel
- Project management/governance skills
- Strong problem solving, proactive thinking and analytical skills, self-motivated, independent worker
- Troubleshooting skills

- Strong organizational skills and the ability to multitask
- Detail-oriented individual with the ability to rapidly learn and take advantage of new concepts, business models, and technologies
- Autonomous and well-organized
- Strong understanding of Salesforce best practices and functionality
- Self-motivated, driven, flexible and adaptable
- Outstanding team player with ability to prioritize among competing opportunities, balance business priorities and think proactively in a fast-paced environment
- Problem solving and strong analytical ability with orientation for detail and accuracy
- Exceptional communication skills, both written and verbal; ability to present effectively to all levels within an organization
- Demonstrated ability to meet deadlines, handles and prioritizes simultaneous requests, and manage laterally and upwards with a smile
- Passionate about solving challenges by leveraging technology solutions
- Creative and analytical thinker with strong problem-solving skills
- Demonstrated ability to provide instruction to audiences of varying technical backgrounds
- Experience working with vendors/partners to configure/develop software applications externally

Additional (not required) Skill Requirements/Qualifications:

- Relational databases (Oracle, MySQL, etc.)
- Web Development (HTML, XHTML, Javascript, CSS, Flash, XML, etc.)
- Object-oriented programming (Java, C++, etc.)

About Vyne Medical

Who We Are:

We've been in business for more than two decades and we're proud to deliver healthcare IT solutions to hundreds of hospitals, health systems and provider clients who rely on our platforms, 1,000+ years of collective industry expertise, and best-in-class customer support. At Vyne Medical we value integrity, innovation, accountability, commitment, respect. Our teams embody these values everyday as we work together to drive growth for the company and technology solutions for our clients. We believe that great people with great talent can do great things. To learn more, visit VyneMedical.com

About Us

At Vyne Medical, we understand the importance of managing and simplifying healthcare data. Our technology solutions enable providers to achieve greater operational efficiency, financial performance, best practice compliance, patient experience, and health outcomes. Many of our 800+ clients, including Moffitt Cancer Center, Health



Connecting Disconnected Data*

First, Wellforce, and Texas Health Resources have leveraged our partnership to help overcome key data management and information exchange challenges.

Benefits & Perks:

- Medical, Dental & Vision
- 401k Match
- Generous PTO
- Professional Development
- FSA/HSA
- Life and Disability
- Legal Shield
- Aflac

Interested applicants, please send your resume to Human Resources at HR@vynecorp.com.

Vyne provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetics, or veteran status. In addition to federal law requirements, Vyne follows applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.