Silicon Valley Education Foundation (SVEF) is the largest educational nonprofit in Silicon Valley. Our mission is to deliver and advocate for STEM education that inspires underserved students to succeed in college and careers. We are guided by the belief that all students are capable of pursuing higher education and boosting their future economic mobility regardless of their background. SVEF has an established legacy of providing proven STEM programs and being profoundly committed to empowering students to graduate high school career and college ready. The impact of our work is evident in our strong partnerships with districts and donors in closing the achievement gap and the creation of a workforce that has the skills to meet 21st century needs.

Position: IT/ Systems Administrator

Job Location: San Jose, CA

The IT/ Systems Administrator reports to the Chief Operating Officer to establish policies, procedures, and systems that ensure consistent accessibility, a high level of security, and routine maintenance of technological systems. This role works closely with our Senior leadership team and in collaboration across the organization to support SVEF staff and stakeholders with IT and systems strategy to design and develop custom solutions and integrations to support SVEF’s goals. The position requires a high level of technical proficiency in the Salesforce ecosystem, and provides general oversight of technical development, ongoing enhancements, system maintenance and user support to ensure that our Salesforce instance is optimized and is scalable to meet our mission. The position helps develop and leverage best practices to produce efficient, well-documented and well-tested technical solutions that help automate and streamline existing processes in use that will bring to life the mission and vision of the organization, guided by the leadership of the SVEF CEO.

Primary Duties and Responsibilities

- Develop and implement IT strategy, policies, and procedures to support the organization's goals and objectives.
- Manage the maintenance, management, and security of software.
- Create and manage a routine quality control system for device upgrades.
- Monitor and ensure the efficient and reliable operation of all IT systems, including data storage, backup, and disaster recovery.

SVEF is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, and disability, or other legally protected status.

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● Learn and maintain the existing Salesforce platform and its integrated add-on products, ensuring consistent usability and drive end-user adoption through documentation, support and training of new and current employees.
● Maintain data quality through ongoing data analysis, record deduplication, and other related tasks, and identify and implement process improvements that contribute to improved data quality.
● Create and maintain reporting and dashboards within Salesforce. Assist with ad hoc reporting requests and optimize the user experience related to reports and dashboards.
● Ensure adequate data security protocols and compliance with relevant data privacy, security, and regulatory requirements/guidelines.
● Remain current on the latest releases and features available on the Salesforce platform and related relevant products (including, but not limited to: Nonprofit Success Pack).
● Maintain high-quality documentation of system configuration and automations.
● Perform routine data quality tasks, including de-duplication and mass updates as needed to support operations.
● Design, facilitate, and support staff training and best practice standards for the successful use of the database including support resources and documentation.
● Completes all special projects and other duties as assigned.

Minimum Qualifications

● Bachelor’s degree in Computer Science, Information Systems, or related field, or equivalent experience.
● Advanced knowledge of IT best practices, policies, and regulations.
● 3-5 years of Salesforce Administration required; experience with Salesforce Lightning and Nonprofit Success Pack (NPSP), Education Data Architecture (EDA), Program Management Module (PMM), and Volunteers for Salesforce (V4S) is preferred.
● Experience integrating Salesforce with other enterprise systems is preferred (Form Assembly, Dataloader.io, Data Loader, Import wizard, Document Merge, Document Sign, Click & Pledge (or other event software), 360 SMS (or other automated texting tool), Druva (or other backup tool), DLRS, Mail integration tool.
● Execute configuration of custom objects, campaigns, fields, validation rules.

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● Demonstrated proficiency in user security, profile and role management, custom objects, permission sets, security, workflow and validation rules, email templates, formulas, dashboards & reporting.
● Strategic and collaborative thinker with excellent problem-solving skills.
● Demonstrated ability to appropriately prioritize multiple competing IT objectives.
● Ability to manage projects with minimal direction and a growth mindset.
● Experience supporting hybrid work environments.
● Salesforce Administrator Certification.
● Experience in the nonprofit sector, and/or with communities that have been historically marginalized, preferred.
● Identify corporate needs and design/implement Salesforce apps as required.
● Evaluate and implement integrations with lower costs and higher reliability.
● Manage Salesforce CRM for student lead acquisition and class enrollment.
● Strong experience in creating and maintaining complex flows and automations using Salesforce flow.

Location/Work Schedule:
This is a 40 hour a week hybrid position, with 3 days in-person (M-T-W) from our office in San Jose, CA, and 2 days remote (Th-F).

Preferred Start Date and Salary Parameters
Preferred start date as soon as possible. Generous benefits with a salary commensurate with experience. Salary range from $85-95K.

Application Process
Please submit your cover letter and resume to HR@svefoundation.org.