

*** Sorry - No Third Parties, No Relocation, No sponsorship available ***

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Position

Technical Business Analyst - (SaaS – Salesforce)

Company

BELL (Building Educated Leaders for Life) www.BELLnational.org

Location

Dorchester, MA

Position Type

Independent Contractor, rate DOE

Role Overview:

We are looking for a well rounded and flexible techno-functional business analyst with solid Salesforce Applications (both CRM and custom applications) experience to help roll out our new SFDC custom School Information System app among other duties.

Our SFDC development partner is building the application and we need someone to help with coordination of activities between the business teams and vendor, finalizing any last business requirements, testing, bug tracking, and most importantly driving the roll-out to our multi-region business during the summer and fall of 09'.

The candidate will also help integrate our SFDC instance with our Taleo Applicant Tracking System (ATS) with a tool called Cast Iron. Cast Iron is an ETL tool therefore the candidate must have previous ETL and data mapping experience. ATS experience would be helpful along with other SaaS applications like ADP.com and Moodle.

General Responsibilities:

Project Coordination: Must have proven project coordination skills: Meeting facilitation, Issue Escalation and Resolution, Risk Identification and Mitigation, Vendor Management, Superb Written and Oral Communication Skills, Team Player, Clear Headed. Prior PMO experience.

Testing: Responsible for both conducting testing as well as coordinating testing. Assuring bugs are reported, tracked and resolved with vendor. Coordinate business user testing and facilitate testing between business and vendor.

Requirements Analysis: Gather requirements from business and translate to vendor, assure clear understanding and requirements documents are accurate. Assure all requirements are met in final deliverable.

Applications Integration: SaaS Application integration/ETL – Proven experience moving and mapping data between SaaS applications, defining business logic with end users and transforming into technical data flow solutions with tools like Boomi and Cast Iron (Cast Iron preferred). Data Migration experience.

Application Implementation: Must have prior large scale application implementation experience. User adoption and working with users to adapt to change. Work closely with vendor to craft implementation plans and drive actual implementation.

SalesForce CRM Adoption:

- Implement Salesforce best practices for Security, Workflow, Sales, Account, Opportunity, Pipeline, Reports etc...
- Help drive common business processes (employee status change, time off request etc...) into custom Salesforce workflow automation applications and objects.
- AppExchange applications experience, selection, implementation and adoption.

Daily Operations: Use of Salesforce Cases for application team ticket management and escalation. Use of Salesforce Change Management tool for managing change. Salesforce configuration changes and enhancements. Assistance with

monthly billing process in SQL Reporting Server. General Microsoft SQL activities. Maintain Internet Connections Intranet software package.

Technical Requirements:

Required:

- **Broad Salesforce (SFDC)** platform experience (broad, not necessarily deep)
 - Salesforce configurations, workflows, events and triggers
 - Custom Salesforce application definition and creation to meet day to day business problems.
 - CRM and SF platform best practices in: Security, Contracts, Leads, Opportunities, Contacts, Pipelines, Cases, etc...
 - Appexchange applications – CongaMerge, Vertical Response etc...
 - Dashboard/Reports – definition and creation.
- **Microsoft Windows** Computing environment.
 - Microsoft SQL Server, SQL Express, SQL Reporting Services, SQL Query
- **ETL:** Previous experience with ETL tools or specifically Cast Iron or Boomi-type SaaS ETL tools.

Preferable:

- **Applicant Tracking Systems (ATS)**, such as Taleo, Brassring
- **Web Development:** HTML, PHP, XML, Web Services: SOAP, WSDL, UDDI, XML
- **Intranet:** Management of an off the shelf Intranet application running cold fusion on SQL Server.
- **ADP payroll/HRIS systems**
- **Infrastructure Experience** – desire previous general infrastructure experience for common troubleshooting, i.e. TCP/IP, switches, Active Directory, Microsoft Server and Desktop Platforms etc..

Personal Qualities:

- Very Quick Learner of both technology, business and personalities.
- Very Organized and Methodical, yet moves quickly
- Excellent written and verbal communication skills
- Can-do attitude and team player.
- Prior experience in a role where served both as functional and technical analyst.
- Willing to work hard to get the job done.
- Independent and self directed yet follow lead of Director.

Company Background

BELL is a not-for-profit educational organization dedicated to providing after school and summer educational programs to children that need them the most. BELL is driven by the belief that all children can excel. BELL addresses children's needs by providing world-class core reading, writing, and math skills and currently educates more than 12,000 scholars in 75 public school sites throughout Baltimore, Boston, Detroit, New York, and Springfield, MA. BELL's corps of educators includes more than 1,000 teachers and tutors.