Salesforce Systems Analyst Job

Employer Name:

SpiderID: 12468604

Location: Boise, Idaho

Date Posted: 4/28/2022

Wage: Negotiable

Category: Information Technology

Job Code: 2022-2550

The Salesforce team at Cradlepoint is looking for a Salesforce Business Analyst. This individual will be responsible for working with our internal customers to understand their priorities, strategic direction and business processes.They will isolate issues and review, analyze and document requests. They will work closely with the stakeholders and the rest of the SFDC team to ensure the successful completion of system enhancements that meet our users' needs.A key aspect of this role is communication, the ability to communicate to diverse stakeholders through conversation, presentation, and documentation.We need you to be the glue that keeps the business and applications working together seamlessly.   
  
   
  
Understand the goals and aspirations of the stakeholders within the business and how they function  
  
Work as a member of the team supporting Cradlepoint's CRM application.Determine issue root cause(s) and participate in solution definition, build out and deployment  
  
Build and maintaining relationships with key stakeholders   
  
Analyze stakeholder requests, gather business requirements, create complete specification documentation, and implement application solutions in collaboration with the team  
  
Attend meetings as necessary with various functional groups to facilitate system/process understanding and cross-team coordination   
  
Liaison with Salesforce and 3rd party vendors to coordinate development efforts and address application concerns  
  
Assist in tracking application and development issues within the team for effective resolution and to identify underlying systemic causes  
  
Educate team members on business analyst roles and responsibilities  
  
Performs other duties and special projects as assigned by manager  
  
   
  
Education:  
  
   
  
Required:   
  
BA/BS degree in Information Systems or equivalent IT experience  
  
Preferred:  
  
Salesforce Admin Certification   
  
Advanced Salesforce certifications  
  
   
  
Experience:   
  
   
  
Required:   
  
6+ years of IS experience which includes:   
  
2+ years of Salesforce administration experience including Salesforce CPQ   
  
3+ years as a Business Analyst   
  
Preferred:   
  
2+ years of Salesorce development experience including Salesforce CPQ   
  
Previous experience working within in user focus areas including: Sales, Marketing, Operations and Support  
  
   
  
KNOWLEDGE AND SKILLS:   
  
Requirements and process documentation   
  
Proven proficiency with business process modeling and tools (e.g. BPMN 2.0)   
  
Proficient in MS Word, Power Point, Project and Visio   
  
Proven experience with Agile development methodologies and tools (e.g. Jira)   
  
Salesforce CRM process defaults and data structures   
  
Effective leadership and project organization skills   
  
Excellent communication and problem-Solving skills   
  
Detail Oriented   
  
Ability to work closely as part of a Team while working from a remote location  
  
#LI-TI1  
  
#LI-Remote  
  
   
  
Cradlepoint is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, marital status, national origin, age, sexual orientation, handicap, disability, or any other protected class status pursuant to applicable law.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Cradlepoint

Company: Cradlepoint