



## **Assistant Programs Director, Salesforce Database and IT Operations**

### **Job Description**

**Job Title:** Assistant Programs Director, Salesforce Database and IT Operations  
**Department:** IT/Database Management  
**Reports To:** Deputy Executive Director, Programs  
**FLSA Status:** Exempt, full time  
**Approved By:** Executive Director  
**Approved Date:** November 19, 2021

### **SUMMARY**

The Assistant Director will be responsible for the network, software, and server infrastructure of the agency. This individual will be responsible for the maintenance of data and storage retrieval systems, troubleshooting database issues, implement database recovery procedures and security processes. With the assistance of the database and IT specialists' team, the assistant director will play a vital role in maintaining and enhancing the agency's current Salesforce application and other local and cloud operations. He/she will work closely with the senior leadership team to determine what the agency's database needs are and what the agency can manage in house versus contracting with a third party. They will also manage the third-party vendor relationships.

To be successful in this role, this individual must be able to think outside of the box and present solutions with the wider organization's best interest in mind. The Assistant Director will take ownership of all programmatic requests and oversee the agency's IT inventory and needs throughout the agency with the assistance of an IT Manager. He/she will work alongside the senior leadership and executive teams to collaborate on specifications based on stakeholder requirements, validate the proposals, and deliver solutions.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Collaborate closely with all levels of the agency to validate business requirements and any considerations (security, scalability, limitations, etc.).
2. Uses all Salesforce automation tools with high proficiency including visual workflows, process builder, workflow rules and approval processes.
3. Demonstrate technical leadership, setting best practices including integration and application development, deployment, testing, and iterative refinement.
4. Seeks out ways to use Salesforce to improve processes and productivity and make recommendations to support an agency scaling at a rapid pace.
5. Develops sophisticated apps on the Salesforce platform with proficiency in the following skills: discovery, data modeling, creating custom data structures, automating processes, building reports and dashboard, and managing visibility, roles, and profiles.
6. Work to integrate Salesforce with other applications used in the agency.
7. Define, communicate, and manage a change management (release) process to develop and implement new applications/code and updates to existing applications/codes and updates to existing applications/code.
8. Recommends staffing requirements and ensures that qualified personnel are hired, and a balanced workload is maintained.



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9. Conducts performance appraisals of staff under direct supervision according to agency guidelines and established personnel policies and reviews performance appraisals of all subordinate departmental staff conducted by their supervisor.
10. Supervises, coordinates, and monitors the activities of database and IT staff, ensuring that all department requirements are met in accordance with appropriate program guidelines, agency policies and procedures.
11. Manage third party consultants invoicing and billing. Will authorize check requests, manages revenue and expenses to ensure program viability and, ensures expenditures are appropriate for each grant program.
12. Identify agency database needs and create and implements plans to execute in house or with a third-party contractor.
13. In collaboration with the Deputy Executive Director of Programs, develops and regularly reviews the operating budget of the department.
14. Ensures that all departmental records, reports, and documentation are maintained.
15. Analyzes and reports on program activities.
16. Serves as a member of the senior leadership team.
17. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for direct supervision of IT/Database Specialists.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

1. Bachelor's degree in technical related field with 3-5 years' experience administering a 10+ user Salesforce instance.
2. Experience with integrating Salesforce with other applications.
3. Understanding of and experience with Salesforce architecture and API.
4. Nonprofit Cloud Consultant certification
5. Certified Salesforce Administrator
6. Certified JavaScript Developer and/or Platform Developer a plus
7. Competency in HTML, XML, Flex, ASP, SQL, Java, or C++ a plus

### **OTHER SKILLS**

1. Experience with implementing and developing in Apex, Visualforce, and JavaScript.
2. Ability to foresee problems and be proactive in developing solutions.
3. Experience in creating and maintaining technical documentation.
4. Ability to receive constructive feedback and demonstrates continued personal and professional development.
5. Ability to work on a team as well as independently to meet deadlines.



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6. Technical project management experience.
7. Strong verbal and written communication and data presentation skills, including an ability to effectively communicate with both technical and non-technical users.
8. Ability, interest, and willingness to work with diverse staff and clients.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to stand, walk, sit, use hands to feel objects with tools or controls, reach with hands and arms, talk, and hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is exposed to moderate noise levels in the work environment. Catholic Charities of Tennessee, Inc. is a smoke free workplace.

### **Employee Acknowledgement**

I have read and understand this explanation and job description.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_