



# System Administrator (Salesforce)

## Job Description (November 2024)

### **MISEAN CARA**

Misean Cara is an Irish membership-based organisation supporting the overseas development work of missionaries. Collectively, Misean Cara's 77 members work in over 50 countries and are part of a much bigger global missionary network with an extensive reach in Africa, Asia and Latin America.

### **POSITION SUMMARY**

Misean Cara's grant management system, *MissionLinks*, is built on the Salesforce non-profit cloud but heavily customised to the organisation's specific needs. The system is used to gather information and enable quality assurance processes for funding to approximately 350 project teams each year in 50 countries across the world. The system, which has over 500 users, is currently (2023-2025) undergoing a major overhaul with a view to streamlining grant management. Technical support in this further development of the system is being provided by a firm of external consultants with Salesforce expertise. *MissionLinks* also uses the CONGA application to support document generation and more complex data analysis.

The System Administrator will have overall responsibility for the ongoing maintenance and oversight of *MissionLinks* while also supporting the development and introduction of the new grant management system (GMS). The System Administrator will also support Misean Cara staff and members by providing training, support, and guidance on using the *MissionLinks* system, both existing and new.

The System Administrator will liaise with a member of the overall Admin Team who also provides support with some *MissionLinks* system administrator tasks.

### **KEY RESPONSIBILITIES**

#### **1. System Administration**

- Take overall responsibility for the management and maintenance of the *MissionLinks* system, including:
  - Enhance and manage custom objects, fields, workflows, and views
  - Maintain data integrity through database maintenance tasks
  - Provide user support as required to Misean Cara staff and members
  - Develop and deliver user training materials
- Manage a *MissionLinks* ticketing system to support in-house staff with system issues/ queries and address data integrity issues
- Monitor and report *MissionLinks* system usage, proactively gathering feedback from users and modifying the system to increase benefits and usability
- Manage the profiles of system users, adhering fully to security protocols
- Manage the allocation of Salesforce licences
- Maintain documentation on *MissionLinks* processes and workflows

#### **2. Support for System Developments**

- Liaise with external service providers on modifications to *MissionLinks*
- Support sandbox-based testing and related issue logs
- Ensure that system administrator manuals are kept up-to-date in light of any changes

#### **3. Coordination of Cross-team Solutions Group**

- Coordinate the cross-organisational working group (MLSG – *MissionLinks* Solutions Group)
- Train and enable all staff to create, maintain and customise analysis reports and dashboards

- Support staff in the updating and usage of CONGA-based analysis reports

#### 4. Advisory Support on Office IT systems

- Advise on measures to ensure staff have adequate equipment to carry out their work

#### 5. General

- Working flexibly and undertake any other tasks and responsibilities in support of the overall work of Misean Cara, as may be assigned by the line manager or the CEO.
- Contributing to cross-organisational initiatives within Misean Cara, as required
- Working in a professional manner upholding the values and culture of Misean Cara

### SKILLS AND ATTRIBUTES

#### Essential

- Salesforce Certified System Administration qualification
- Proven Salesforce Administration experience, minimum three years
- Excellent communication and user support abilities
- Experience in report development and capturing functional requirements
- Ability to work to deadlines
- Ability to prioritise multiple demands
- Ability to work well in a team
- A high degree of self-sufficiency and initiative, and the ability to innovate

#### Desirable:

- Proficiency in data integration tools, including use of interfaces such as CONGA, and Salesforce customization
- Advanced user of Excel including data modelling (transforming raw data to analysis) and other Microsoft packages
- BA/BS or Masters in Computer Science or related field

### REPORTING

The System Administrator will report to the Organisational Change Manager.

### TERMS AND BENEFITS

- Contract type: Permanent
- Salary range €42,815 – €57,926
- Remote working options available
- Six-month probationary period
- Benefits: Competitive pension benefit plan, Employee Assistance Programme, 24 days annual leave, mental health day, supportive team environment
- An induction programme will be prepared for the successful appointee in the first weeks
- All positions in Misean Cara are subject to satisfactory reference and medical checks

**Application details:** cover letter outlining your motivation and experience, and up to date CV to [jobs@miseancara.ie](mailto:jobs@miseancara.ie) by Friday, 20 December 2024. **Early application is recommended as we will interview on a rolling basis.**

Misean Cara is an equal opportunities employer and welcomes applications from all sections of the community. We are committed to the safeguarding of children and vulnerable adults, and implement a Prevention of Sexual Exploitation, Abuse and Harassment Policy with which all staff are expected to comply.