Position Description

Requisition # 03020268

THIS CONTRACT APPOINTMENT ENDS 1 YEAR FROM THE DATE OF HIRE, WITH THE POSSIBILITY OF EXTENSION OR CONVERSION TO CAREER.

Position Number: 02021629

Dept: ENT APPS & INFRASTRUCTURE SVCS - 061419

Position: SALESFORCE APPLICATION ADMINISTRATOR/DEVELOPER

Approved Payroll Title Code: 0652

Approved Payroll Title: APPLICATIONS PROGR 4

Approved MSP Salary Grade: MSP24

POSITION DETAILS

Job Summary: Under the general direction of the Enterprise Application Services supervisor, this position serves as an application administrator and developer for SalesForce, as well as other SAAS applications used by campus. This position will be responsible for the analysis, design, implementation, testing, and integration of SAAS applications supported by EAIS. This position works with a high degree of decision-making autonomy and has a high campus impact as it supports business-critical applications and services.

Campus Job Scope:

Positions Supervised: None

70% APPLICATION ADMINISTRATION, DEVELOPMENT, DESIGN, AND SUPPORT
- Provide administration and development of business-critical SAAS applications supported by EAIS.
- Analyze applications, business processes, and existing applications to determine source of reported bugs and needed enhancements.
- Design, implement and deploy code fixes and new application functions.
- Perform quality assurance testing needed to ensure that the production applications are sound and robust.
- Utilize automated load testing and web application security analysis
tools.
- Write functional and detailed technical specifications for application
code development.
- Establish and sustain Quality Control capability that tests and fixes
application bugs, and adheres to the software development
methodology.
- Participate in technical reviews of designs for code modification or
custom extensions to core applications.

20% SYSTEMS ANALYSIS, SUPPORT, AND LEADERSHIP
- Provide technical support and leadership to SaaS infrastructure and
developed applications (e.g., SalesForce)
- Ensure system configuration and deployment procedures follow best
practices.
- Resolve technical issues escalated by campus clients.

10% TECHNOLOGY RESEARCH AND DEVELOPMENT
- Maintain currency in languages, analytical techniques, and
development methodologies. Learn new and emerging technologies
by taking classes, attending conferences, and self-study.
- Participate in team research of application development tools,
techniques, methodologies, technologies, and architectures. Evaluate
vendor software for potential application to meeting campus needs by
interacting with vendors and analyzing vendor software specifications
and documentation.
- Attend conferences, classes, exhibits, professional groups,
professional literature, and other sources of learning.

Other duties as deemed necessary by management.

Physical Demands:
- Sit for extended periods of time working at a computer terminal using
  a keyboard to enter and retrieve data.
- Read CRT and LED screens for extended periods of time.
- Lift and move equipment weighing up to 50 pounds.

Work Environment:
- Occasional travel required. Travel between campus and off-campus
  locations.
- Restricted vacation during periods of peak workload.
Work alternate, holiday, weekend or extended hours to meet peak workloads.

Work in a semi-open, busy environment.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:

Experience with the SalesForce platform.

Experience with systems analysis and data processing skills to translate manual operations to automated processes.

Experience converting business requirements into technical specifications for large, multi-functional, web-based software applications that must integrate within a complex, service architecture.

Experience with technologies such as client/server technologies, web technologies (XML/XSL/XSD, X/HTML, AJAX, JavaScript, CSS, Web services such as SOAP/WSDL and REST), distributed computing concepts, application development methodologies, and networking concepts.

Experience with structured application development methodology in deploying technical solutions; utilizing other tools for design (e.g. Unified Modeling Language), application software version control and tracking (e.g. SVN and GIT), and code migration.

Experience defining hardware and software requirements for campus-wide, complex mission-critical systems, including test, staging, and production environments.

Preferred Qualifications for Selection:

Experience with Salesforce development and its software deployment life-cycle.

Experience with ETL and ESB tools, such as CloverETL or MuleESB.
Critical thinking skills to understand complex problems and develop solutions through the development of robust, web-based applications.

Oral and written interpersonal communication skills to convey technical requirements to technical and non-technical audiences.

Design experience for web-based software applications that must be robust, campus-wide with at least 99% up time availability.

Experience with standard programming techniques including analysis, requirements gathering, design, data collection and preparation, coding, and testing.

Skilled in building loosely-coupled, service-oriented distributed systems

Skilled in use of software packaging and release management processes; including utilizing issue tracking, release tracking, continuous integration and build artifact repository systems (e.g. Jira, Bamboo, Maven)

Degree in Computer Science or related field or equivalent experience.

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<td>Demonstrate commitment and support of the UC Davis Principles of Community.</td>
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<td>Demonstrate personal and team accountability for results and projects.</td>
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<td>Ability to think creatively and apply innovative concepts to problem resolution.</td>
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<td>Communicate effectively with co-workers, effectively use computer equipment, and conduct productive meetings.</td>
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<td>Model the key values of the organization, including: demonstration of integrity in the conduct of daily work; accountability for the safe-keeping of resources in the employee's care and custody; reliability and teamwork; attention to maintaining and expanding expertise in the functions of the position; and modeling commitment to the customer service in interactions with clients, co-workers and others. In both communication and conduct, interacting with clients, co-workers, and others in the workplace in a respectful, tactful, and effective manner.</td>
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Experience adhering to established guidelines and standards and to develop new guidelines as necessary.

Participate at conferences, classes, and exhibits, in addition to professional groups and associations. Subscribe to and read professional literature to stay abreast of changes and advances in application development software and methodologies.

Independently follow projects through to successful completion with a high degree of quality.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, report any workplace safety issues promptly to their supervisor or the designated safety coordinator.