



## Business Systems Manager

Our Business Systems Team is looking to hire a Business Systems Manager in Indianapolis, IN. The Business Systems Manager will own and manage internal and external users on 3rd party platforms, primarily Salesforce and other integrated systems used to run the backbone of the business. The key to success in this role is working with Stakeholders to define requirements and needs and understand how they plan into Company goals to enable optimal user interaction and efficiency. This role manages Scale Computing's internal Salesforce experience as well. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

### Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator who is efficient and effective with customers and colleagues via web conference, in email, and in person
- Understands the Salesforce database structure & best practices
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset, and has the ability to adapt quickly to evolving business needs

### Responsibilities:

- Direct involvement and oversight of developing business requirements, process analysis, specifications, process flows, application design, application configuration and testing.
- Own the Salesforce.com roadmap to support Scale Computing's strategic initiatives.
- Facilitate project prioritization meetings with business leaders and gain consensus on project roadmap.
- Serves as the technical expert on Salesforce.com projects
- Provides mentoring and guidance to other team members
- Contribute to adoption by improving the user experience through standardization, documentation, training and ongoing usability improvement initiatives
- Provide real-time support for issues relating to Salesforce and other integrated systems
- Handle ad hoc report & dashboard requests
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner
- Prepare budget based on scope of work and resource requirements
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Release and Environment Management including sandbox usage planning, metadata and data migration, environment comparisons and version control.
- Developing test plans and leading testing cycles (both QA and UAT)
- Use tools such as DataLoader & Excel for data scrubbing, manipulation and inserting new records
- Analyzing and cleansing data files (in Excel, text, etc.)
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables

**Requirements:**

- 3-5 years Salesforce experience, administrator skills required
- Bachelor's degree or Equivalent work experience
- Strong Microsoft Office and Excel skills
- Positive attitude and growth mindset
- Takes initiative and delivers results with minimal supervision
- Strong business acumen, technical aptitude, analytical skills, & attention to detail
- Ability to manage and prioritize projects and ticketing systems with a Team and external Contractors
- Ability to clearly & concisely communicate with users in different roles and with varying skill sets

**Other useful skills/experience**

- Customer service experience
- Lightning Console
- Salesforce Service Cloud & Knowledge
- Communities
- Pardot
- Propel PLM
- Wave Analytics
- Conga
- Impartner
- CPQ
- Salesforce Workbench
- DataLoader
- Force.com IDE
- APEX Development

**Compensation**

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply...just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing which means however you identify and whatever background you bring with you, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to [careers@scalecomputing.com](mailto:careers@scalecomputing.com).

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.



## About Scale Computing

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading HC3 platform. We enjoy this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

Scale was founded on the belief that transparency, and collaboration create a culture of ownership, success and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly-motivated, smart, fun people to fill those roles. If working with other amazing people, to help us build a wildly successful company, sounds like fun to you, we’d love to hear from you.