Salesforce Junior Administrator

Our Business Systems Team is looking to hire a Junior Admin in Indianapolis, IN. The Jr. Admin. will support internal and external users on the Salesforce platform and other integrated systems. 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
- Curious mindset and comfortable asking questions
- 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
- Manage incoming ticket requests from internal users
- Provide real-time support for issues relating to Salesforce and other integrated systems
- Assist with break/fix requests
- Assist in system testing to ensure enhancements work properly
- Handle ad hoc report & dashboard requests
- Contribute to adoption by improving the user experience through standardization, documentation, training, and ongoing usability improvement initiatives
- Collaborate with internal teams to understand their needs and develop Salesforce solutions for them
- Use tools such as DataLoader & Excel for data scrubbing, manipulation, and inserting new records
- Maintain and customize objects, record types, page layouts, fields, flows, approval processes, profiles, roles, security settings, sharing, validation rules, and alerts

- Leverage declarative tools to enhance system configurations while adhering to best practices

Requirements
- 9+ months of 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 small projects & ticketing system
- Ability to clearly & concisely communicate with users in different roles and with varying skill sets

Other useful skills/experience
- Customer service experience
- Salesforce Lightning
- Salesforce Service Cloud & Knowledge
- Communities
- Pardot
- Groove
- Netsuite
- Zapier
- Formstack
- Impartner (or other Partner Portal tools)
- CPQ
- Salesforce Workbench
- DataLoader
- APEX Development

Compensation

- Competitive, based on experience
- Stock options
- Competitive Health Plan including Medical (HDHP & PPO options), Dental, Vision, STD, LTD, & Life Insurance options
- PTO & paid Company holidays
- 401k Plan

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.

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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.