



Job Title: Salesforce Administrator - Loan Management Software Specialist

Reports To: Director of Operations

Salary: 80,000 DOE, Adjust salary for seasoned Admins

Location: Remote from: (FL, TX, GA, CO, MI, MN)

Job Type: Full-time/Exempt

Start Date: 3/15/24

Application deadline: Open until filled

About IvyTek

IvyTek's success is based upon our commitment to deliver quality custom software with personal service. Join our dynamic team and contribute to the excellence behind IvyTek Finance, our premier Loan Management System. Our cutting edge Salesforce.com integrated platform sets the industry standard empowering lenders to seamlessly navigate origination, underwriting, servicing, collections, and business analysis all in one software system.

Salesforce Administrator Job Summary:

The Salesforce Administrator is responsible for designing, configuring, implementing, maintaining, and administering information systems that support core organizational functions in the lending industry. They ensure the stability, integrity, and efficient operation of these systems.

The Salesforce Administrator will participate in ongoing Salesforce.com implementations. A successful candidate will have a background working in the lending industry and a record of success in improving processes and adoption using the Force.com platform. The administrator will work closely with functional leaders, client teams, and subject matter experts to identify, develop, and enhance business processes and business process automations on the Salesforce platform.

Responsibilities:

- Collaborate closely with key stakeholders to comprehend business requirements and translate them into tailored Salesforce solutions for loan management.
- Handle all basic administrative functions including user account maintenance, reports and dashboards, flow, workflows, security, profiles, permission sets, and other routine tasks



- Implement and manage intricate workflows, approval processes, and validation rules tailored to the unique demands of loan management.
- Customize and develop Salesforce reports and dashboards to provide actionable insights for loan management teams.
- Collaborate effectively with cross-functional teams to integrate Salesforce seamlessly with other loan management systems and applications.
- Stay abreast of the latest developments in Salesforce, loan management software, and industry trends to continually enhance system capabilities.
- Provide training and support to end-users, ensuring seamless adoption of Salesforce within the loan management department.
- Work with our institutional management team to establish suitable processes to support administrative, development, and change management activities.
- Integrate externally hosted cloud based systems with Salesforce.
- Effectively act as the liaison between our users, vendors and the application development teams.
- Work with our clients to define and document development requirements.

Qualifications:

- Salesforce Administrator certification is required.
- Minimum 4 years of experience as a Salesforce.com administrator, with a specific focus on loan management software.
- In-depth understanding of loan management processes, software, and terminology.
- Proficient in configuring Salesforce objects, fields, page layouts, and workflows tailored to loan processing requirements.
- Strong understanding of Salesforce Flow.
- Experience in designing and implementing complex Salesforce solutions for efficient loan data management.
- Strong data management and ETL (export, transform, load) abilities
- Excellent communication and collaboration skills to work effectively with diverse teams.
- Ability to troubleshoot and resolve issues, ensuring the stability and reliability of the loan management system.
- Knowledge of Apex and Visualforce development is a plus.
- Experience with nonprofit processes preferred.

Education

- Bachelor's degree in computer science, information technology or a related field, or equivalent experience
- Proficiency in Google Docs



Working Environment

- 100% Remote from the following states: (FL, TX, CO, MI, MN)
- Casual dress at the office. Shorts and sandals are encouraged.
- Work/life integration
- Generous Paid Time Off & 401k
- Company outings, lunches, and happy hours
- Prolonged periods sitting at a desk and working on a computer

If you are a results-oriented Salesforce Administrator with a passion for optimizing CRM solutions in the loan management sector, we invite you to join IvyTek, Inc. and contribute to the success of our clients in the loan processing industry. Apply now and become a valuable member of a dynamic team committed to innovation and excellence.

To apply, send an email to careers@ivytek.com with a cover email expressing your interest and background. Include URLs to your LinkedIn page and Salesforce Trailhead profile, and attach your resume.

IvyTek is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. We welcome and encourage applications from all qualified individuals.

Disclaimer: The above statements describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions. IvyTek uses E-verify to confirm employment eligibility.