

cpITelecom is a leading telecom solutions provider who provides unique and scalable business and technology services for organizations – small and large.

cpITelecom offers a comprehensive suite of telecommunications support services.

**Salesforce Administration & Technical Operation Specialist**

**SUMMARY:**

* This position is an opportunity for someone with broad technical skills, who aspires to be a key contributor to the cpITelecom business operation.
* Client focused and results driven personality needed to establish and maintain effective relationships with Clients, employees, superiors, and business contacts in a professional, timely and courteous manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Salesforce Lightning:**

* Responsible for the administration and configuration of cpITelecom’s Salesforce deployment.
* Analysis, design, and development of Business Applications with Salesforce CRM.
* Proficiency in SOQL and SOSL using Developer Console and Force Workbench.
* Working Knowledge of Salesforce Lightening and Communities.
* Developing Validation Rules, Workflow, and Approval Processes for Automated alerts, and Email generation.
* Experience in developing Excel spreadsheets, configuring databases, producing operations and sales reports.
* Other Operations duties and responsibilities utilizing Salesforce.

**LAN Administration:**

* Experience in LAN systems administration. DNS/DHCP, OS, Firewalls, Network Access Control, SEIM, etc.
* Experience in virtual server configuration and provisioning
* Experience in IP network operation and configurations including routing, switching.
* Occasional after-hours maintenance activities
* Experience in on-prem and cloud-based phone system functionality and operation is a bonus.

**Communication and Collaboration Skills**

* Must be able to effectively communicate (verbally and in writing) with our Clients, vendors and employees.
* Must be able to work independently AND in a team environment.
* Effectively document network and application configuration.
* Analytical and problem-solving mindset.
* Effectively and efficiently collaborate with teams, peers, and leaders.

**PREFERRED EDUCATION, TRAINING, AND EXPERIENCE:**

* 1-4+ years of hands-on experience as a Salesforce Administrator

Plus

* Associates degree in a technical field; Computer Science, Management Information Systems, Business Administration, Engineering or combination of equivalent experience and education; or
* Four years technical, military training or telephony experience.
* Knowledge and understanding of current MSP systems and trends.

**REQUIRED SKILLS:**

* Must be able operate Windows PC with MS Office and MS Outlook.
* Empathy and listening skills.
* Excellent written and verbal communication in person and via telephone
* Excellent interpersonal skills to establish and maintain effective relationships with customers, employees, superiors, and business contacts in a professional, timely and courteous manner.
* Ability to perform a variety of tasks, often changing assignments on short notice.
* Ability to make sound decisions using the information at hand.
* Strong trouble resolution and problem-solving skills
* Strong attention to detail and accuracy

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

* Primarily indoor work in an office environment requiring long periods of computer work.
* Frequent utilization of manual dexterity and visualizing of a computer screen.
* No unusual physical requirements.
* Ability to lift 45lbs