



Wingate University **Position Description**

Position Title: BI Project Admin

Founded in 1896, Wingate University is a laboratory of difference-making that serves more than 3,600 students in North Carolina. Wingate offers 36 undergraduate majors as well as six masters and four doctoral programs. The University is home to the Cannon College of Arts and Sciences; the Levine College of Health Sciences; the Byrum School of Business; and the College of Professional Studies, which includes the Thayer School of Education and the School of Sport Sciences. The University's motto is "Faith, Knowledge, Service." Learn more at www.wingate.edu

FLSA Classification: Exempt, 12 months

Position Summary:

The BI Project Admin will assist in the development of the Salesforce environment. The Project Admin will work closely with the Salesforce Admins to assist with the process of using Salesforce ecosystem and other tools/ platforms. The Project Admin will be responsible for assisting in the day-to-day utilization, configuration, support, maintenance, and improvement of the CRM platform, related software packages, and other administrative functions as assigned.

Primary Duties and Responsibilities:

- Manage basic admin functions including user account maintenance, reports, and other routine tasks as assigned 20
- Provide oversight with Salesforce.com data feeds/ loads and other related integrations.
- Serve as Business Intelligence Case/ ticket liaison for Users to resolve issues with Salesforce and related applications.
- Assist to drive adoption and proper use through ongoing training for users.
- Create and maintain documentation to be used for training purposes and look for ways to continuously improve processes and procedures.

- Handle basic administrative functions including being responsible for the hiring, training, and supervision of student worker/GA positions.
- Effectively act as a liaison between Salesforce users and vendors.
- Remain current on Salesforce.com best practices and technology to troubleshoot issues and maintain smooth operation and performance of the platform.

Minimum Requirements:

- Basic understanding of Salesforce.com best practices and functionality.
- Basic data management abilities and understanding of relational data models.
- A demonstrated ability to understand and articulate complex user requirements.
- A demonstrated ability to gather, evaluate, and problem solve information and processes.
- Bachelor's degree or equivalent experience preferred.
- Excellent project management skills.
- Demonstrate ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards.
- Creative and analytical thinker with basic problem-solving skills.
- Must demonstrate exceptional verbal and written communication skills.
- Must demonstrate ability to communicate effectively at all levels of the organization.
- Ability to distinguish user requests from underlying true needs.
- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems, and processes.

Please send a letter of interest, resume and contact information of three professional references to careers@wingate.edu.

EQUAL OPPORTUNITY EMPLOYER: Wingate University abides by all federal and state laws prohibiting employment discrimination solely on the basis of a person's race, color, creed, national origin, religion, age (over 40), sex, marital status or physical handicap, except where a reasonable, bona fide occupational qualification exists. Wingate University is committed to the provisions of the Americans with Disabilities Act and its amendments. Wingate University expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability or veteran status.