Systems Specialist

Hourly Rate: $22/hour   **Location:** Remote

Hours: 20 hours/week   **Reports To:** Director, Communication and Information Systems

Number of Vacancies: 1   **Position Type:** Contract until August 23, 2024

Why work for Milton Community Resource Centre?

MCRC goes beyond the traditional 'check in the box' approach to employee development by recognizing creativity, innovation and the work contributions of each employee that aligns with MCRC's strategic objectives. We have a wide variety of programs and services that allow our employees to explore various career opportunities within the organization. We believe in the importance of providing wellness opportunities that support employee's mental, physical and emotional health including paid sick, personal and vacation time based on position type. Our Benefits and Wellness programs include a Flexible Health Spending Account, Child Care discounts, and a free membership to THRC Resource Library.

We're looking for someone who:

- Has strong creative problem-solving skills and exceptional communication skills
- Has excellent administrative and project management skills
- Has 1-2 years' experience supporting CRM or data software maintenance, configuration and development
- 1-2 years' experience in Salesforce administration preferred
- Salesforce Administrator Certification would be an asset

Every day, you'll collaborate with various teams at MCRC to provide user support and problem solving. You will work alongside the Director, Communication and Information Systems to:

- Support setting up integrated systems (FormAssembly, Salesforce) for various initiatives (program registration, event ticket sales, online fundraising, etc...)
- Support general Salesforce administration including custom objects, fields, layouts, profiles, permissions, reports, dashboards, and security.
- Provide support to Salesforce users for existing developments
- Identify opportunities for and support new Salesforce developments
- Troubleshoot, problem solve and document system issues
- Assist with ongoing support requests and administrative needs of users.
- Assist with data migration and data cleanup
- Support onboarding of new employees from a technical perspective.
- Create reports and dashboards for users.
- Stay up to date with Salesforce release features.

Prior to employment the successful candidate will have:

- Diploma/Degree in Computer Science, Software Development, Information Technology or other relevant programs considered an asset.
- Criminal Record Check with Vulnerable Sector Screen dated within 6 months
- Proof of Vaccination against COVID-19

MCRC is committed to diversity and accessibility. To this end, MCRC endeavors to reflect the cultures, languages and abilities of the families we serve, in our programs, services and employment practices. Please identify if you require any accommodation during the recruitment process in your application email.

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