Salesforce Business Analyst
On-going Remote Opportunity

"What it Means to Share the IFI Experience as an Employee."
We have gone to great lengths to ensure our employees feel respected, listened to, and have an opportunity to constantly learn new things and grow. We provide our employees with state-of-the-art office equipment like stand-up desks, have monthly remote team building celebration events and more.

Recently, we were awarded as being one of the Top 100 Best Employers in Orange County. We are constantly striving to make the employee's experience a fun and enjoyable one. As an example, we recently celebrated Employee Appreciation Day, where each employee received a $25 gift card. In February, we had fun with a movie trivia team competition where each employee received a giant popcorn bowl filled with all the typical movie treats you get in a movie theatre and the winning team members received trophies for Best Supporting Actor.

About the Career Opportunity:
This is a newly created career opportunity with lots of room for growth and skill development as this area of our business expands and evolves. In this position you will be responsible for:

- Collaborating with the business SMEs and business contacts to review and analyze requirements and create functional specifications. Provide expert support to key stakeholders in managing system and process changes.
- Defining, analyzing, and documenting requirements for initiatives which require Salesforce implementation for a wide variety of clients in various industries.
- Produce functional, technical and system design documentation.
- Creating Salesforce technical solutions to address business needs considering Lightning Component design and customization.
- Assisting in the preparation and execution of User Testing.
- General technology support including troubleshooting and resolving day-to-day issues and root cause analysis of sustaining issues.
- Maintain a holistic view of all business processes and users in the system to understand cross functional impacts regarding configuration, process, workflow, and reporting.

What Skills, Talents & Knowledge Should You Bring:
- Four-year degree preferred or equivalent work/school combined experience.
- A minimum of 2-years' experience on Salesforce projects (all configuration basics: roles/profiles/fields/page layouts, validation, workflow, workbench, process builder, process flow, reports, dashboards experience).
- An ability to hit the ground running in a fast-paced entrepreneur environment.
- Expertise in requirements gathering, writing functional specifications, process and use case modeling, and data mapping.
- Proficient in translating business requirements into technical specifications.
- Ability to analyze data problems and propose solutions.
- Exceptional project management skills and an ability to work with deadlines.
- Previous experience as a System/Business Analyst.
- Proficiency in data manipulation and data management.

- Previous experience working with ERP Systems (integration concepts/specs). Ability to do queries, data mining and database management experience.
- Previous experience in defining a plan, process, test, and implementation schedules.
- Must have a solid understanding of full development cycle, building specifications, testing results, auditing, and improving processes.
- Solid documentation skills and strong attention to details.
- An ability to multi-task, change focus quickly and an ability to solve problems.
- High degree of proficiency utilizing Microsoft Applications (Excel, Word, PowerPoint)

Nice to Have Skills:
- Salesforce certification.
- Solution architecting 'on the fly' as customers require different workflows using the ERP software.
- Experience integrating systems utilizing Web Services (SOAP and REST), XML and outbound messaging.
- Experience with Metadata and Data migration tools such as Mulesoft, Dataloader I/O.
- Basic understanding of Apex, Triggers, VisualForce, JavaScript, & Lightning Components a plus
- Experience with ERP business process re-engineering.
- Knowledge of SQL basics is desired.
- Middleware and previous integration experience a plus.

You'll Love Working Here Because
- **The Perks** – IFI offers a benefits program including Medical, Dental, HSA Savings Account, Vision Plan, 401k, 10 paid holidays, 15 days of PTO and an extra to celebrate anything you want.
- **We offer a casual environment and a flexible work schedule**, so if you have a special event you want to attend you can leave early. We want you to have a good balance between work and your personal life. By the way, we were working remotely way before it was required, so we have that down too. Our remote employees very much feel they are connected to the organization and each other.
- **The People** - You will be surrounded by some of the most talented, supportive, smart, and kind leaders and teams -- people you can be proud to work with!
- **We Care Deeply** - We take time to be present and partner with our team and communities.
- **We Strive to Move Upward & Are Forward Thinking** - We navigate through ambiguity and go the extra mile.
- **The Diverse Culture** - We believe that we make better decisions when our workforce reflects the diversity of the communities in which we operate. We strive to recruit and retain the brightest and best employees as we continue our journey forward.