# Applications Developer

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| **Department**: Digital Information Solutions |  |
| **Reports to:** Director, Data and Applications Management | **Direct reports:** 0 |
| **Status:** Full time/exempt | **Indirect reports:** 0 |
| **Updated:** 4/13/2022 | **Eligible for telework/cww:** yes |

Summary of position

Working with Salesforce and other applications used by NAA, its affiliates, and members, the ideal candidate will support, configure, maintain, and improve the technology landscape. Daily responsibilities may include evaluating and modifying applications and programs including encoding, testing, debugging, and documentation. Detect, diagnose, report, and resolve problems associated with these applications. Reporting to the Director of Data and Applications Management, the position is a key member of a small group of analysts, administrators, and developers.

Principal accountabilities

* Manage daily support and maintenance of our Salesforce instance and conduct long-term improvements and upgrades.
* Communicate and collaborate with business analysts, system administrators, and lead engineer to design intelligent and effective business solutions.
* Document changes, coordinate deployment, and publish release notes for new and modified functionality.
* Monitor system backups, system health, and system-related quality assurance measures.
* Manage the resolution of technical support requests as assigned.
* Other design, development, and programming duties as assigned.
* Other IT related duties and responsibilities as requested.

Competencies

1. Communication proficiency
2. Organizational skills
3. Critical evaluation
4. Technical capacity
5. Cultural awareness
6. Relationship management
7. Ethical practice

Supervisory responsibilities

This position has no direct supervisory responsibilities.

Travel

NAA is located in Arlington, VA, and local employees will be expected to work in the office 2-3 days per week. Candidates working from remote locations are expected to attend 1-2 events on site each year.

Required education and experience

* 2-3 years in software development and configuration, or 3-4 years in software support
* Experience in configuring, enhancing, and maintaining business database applications
* Excellent interpersonal skills with a demonstrated ability to work in small, cross-disciplined teams
* Competency in translating business requirements into technical solutions and test cases
* Experience managing deployments and applying deployment best practices
* Working knowledge of business systems integrations
* Systems perspective and demonstrated ability to craft creative, efficient solutions to complex requirements
* Ability to produce and execute with ambiguous requirements in an interrupt driven environment

Preferred education and experience

* Experience using Force.com, Apex, Lightning Web Components, Java, Angular or React JS
* SOAP or REST API, JSON, XML
* Current Salesforce certifications: Force.com Developer, Administrator, Advanced Administrator, or Platform App Builder
* Experience with Pardot, Salesforce Sales-, Experience-, Partner-, and/or Service Cloud
* Bonus points for experience working with associations and Association Management Systems, specifically NimbleAMS