## **Lead Software Engineer (Salesforce Experience Preferred)**

**Current Incumbent:**N/A **Department:** Digital Information Systems

**Reports to:** Dr, Data and Apps Mgmt. **Reports: 0**

**Status:** Full Time, Exempt **Indirect Reports: 0**

**Updated**: 10/20/2020 **Eligible for Telework/CWW: Yes**

## **Summary of Position:**

NAA is seeking a self-motivated software engineer to be responsible for contributing to all technical aspects of the association. The position is accountable for design, development, configuration, and maintenance of enterprise applications used by NAA, its affiliates, and members. A passionate and talented problem solver, the successful candidate will identify opportunities for technical enhancements, process optimization, and software development within NAA’s Association Management System (AMS), Salesforce, and other enterprise-wide applications. The Lead Software Engineer will report to the Director of Data and Applications Management and will act as technical lead in developing, modifying, and updating NAA’s suite of applications.

## **Principal Accountabilities:**

* Serve as technical lead for developing and prioritizing change requests, system alterations, and customization.
* Communicate and collaborate with project managers to design intelligent and effective business solutions.
* Manage daily support and maintenance of NAA’s Salesforce instance and construct long-term improvements and upgrades.
* Design, code, debug, test, and deploy software through the full application life cycle.
* Customize/configure enterprise applications to support business functions and meet project objectives and organization goals.
* Develop user-requested enhancements in the context of building and maintaining larger applications.
* Lead and maintain ownership of SSO implementation for external facing applications.
* Leverage front- and back-end web technologies to deliver rich user experiences.
* Work with project teams to review business requirements, process flows, and develop application designs.
* Develop and maintain API integrations, ETL operations, and custom code to support development interfaces.
* Create and update triggers and automated processes as requirements evolve.
* Ensure documentation library consisting of technical artifacts, processes, and system functionality/tools is complete and current.
* Provide support and backup for small team of administrators and developers.
* 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 practices

## **Supervisory Responsibilities:**

This position has no direct supervisory responsibilities.

## **Travel:**

Little to no travel is expected for this position. If any, travel would be local during the business day.

## **Required Education and Experience:**

* 4+ years in software development and configuration using a variety of technologies such as SQL, Rest and SOAP APIs, SSO
* 2+ years’ experience developing software using Java or APEX
* Systems perspective and demonstrated ability to craft creative, efficient solutions for complex requirements
* Demonstrated ability to produce and execute with ambiguous requirements and an interrupt driven environment
* Ability to ask the “right questions” regarding requirements
* Ability to push back and challenge ideas or requests in a diplomatic and solutions-driven manner
* Ability to understand the overall impact of changes to systems and code across the organization and other interconnected systems
* Experienced in designing, developing, and maintaining business database applications
* Proficiency in developing and maintaining API and related integrations
* Excellent interpersonal skills with a demonstrated ability to work in a cross functional team environment
* Experience managing deployments and applying deployment best practices
* Experience identifying and eliminating bugs within code
* Committed to and enthusiastic about learning, mentoring, and innovating
* Collaborative approach to systems management, team player

## **Preferred Education and Experience:**

* Proficient with Salesforce Lightning Experience, LWC, Apex, SOQL, SOSL, VisualForce, and JavaScript
* Experience using Salesforce.com data tools such as Data Loader and Excel Connector
* Current Salesforce certifications: ADM-201, DEV 401, DEV 501
* Experience with DemandTools, Pardot, Salesforce Sales Cloud, and Service Cloud
* Experience with Salesforce Communities and Lightning Web Components
* Working knowledge of SSO methodologies and utilities
* Experience working with associations and Association Management Systems, specifically NimbleAMS

## **Physical Demands:**

While performing the duties of the job, the employee is regularly required to sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms. The employee may occasionally lift up to 20 pounds.

## **Work Environment:**

Work is regularly performed in a professional office environment and routinely uses standard office equipment.

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Signatures:**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employees signature below constitutes employee’s understanding of the requirement, essential function and duties of the position.

Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_