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## Who are we?

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services. Further information about the Foundation is available at [www.vghfoundation.ca](http://www.vghfoundation.ca).

The Information Systems Department supports the mission of the Foundation by ensuring all employees have access to, training and support in their use of modern technology. It is responsible for continuous improvements in the use of information systems and sound data management practices to enhance relations with the community of supporters of VGH, UBC Hospital and GF Strong Rehabilitation Centre, and all the patients of B.C. – past, present and future – represented by the VGH & UBC Hospital Foundation. The Foundation has recently migrated the Foundation's CRM system from Raiser's Edge to Salesforce. At the same time, our 80 employees continue to use a variety of modern cloud applications.

## What's the opportunity?

Reporting to the Manager, Technical Implementation and Application Support, the Salesforce Administrator - Development & Security is the Foundation's primary Salesforce administrator, supporting the ongoing development of the Foundation's CRM platform, and delivering real-time and planned configuration, support and training in order to support and enhance business use.

You will –

- Serve as primary system administrator for the Foundation's Salesforce environment, ensuring day-to-day functioning and performance
- Liaise with business/product owners to configure Salesforce including, but not limited to, object design, page layouts, validation rules, flows, process builds, approval processes, reports and dashboards, and chatter groups, in order to enhance business process and system usability
- Design, coordinate, deliver and evaluate support and training on Salesforce, ensuring all employees, including new hires, are equipped to use the platform for their specific business needs and issues are resolved promptly and effectively
- Monitor data quality and integrity, by running reports, spot checks, soliciting feedback from users, recommending changes to the infrastructure to ensure the highest data quality possible
- Ensure established security protocols and processes are in place and adhered to, monitoring security profiles and resolving issues, in order to protect and optimize the quality of the Foundation's data

## What do you bring?

- Experience using the Salesforce platform for two years, with Salesforce Administrator certification or willingness to achieve certification within a year
- Highly developed, proactive and responsive customer service skills

- Ability to think critically and analytically while working in a fast-paced environment – respond to requested changes, validate needs against existing system capabilities and any future product roadmap, to provide optimal recommendations
- Highly developed critical and logical thinking; ability to work with and manipulate data, and to synthesize information and create systems and reports that are effective and easily interpreted and understood by Foundation staff
- Excellent listening skills and proven technical acumen to fully understand business requirements and pain points, and translate them into functional design
- Excellent presentation and training skills with an ability to explain technical and related concepts to non-technical staff
- Strong troubleshooting skills and proactive in identifying the root cause of issues and developing solutions
- Strong attention to detail and accuracy – someone that loves data, reporting, data governance, etc.
- Positive attitude and strong desire for continuous learning of new technologies
- Post-secondary diploma/degree, ideally in information systems, or equivalent combination of education and work experience

### What do we offer?

This is a full-time permanent position. The successful candidate can expect a competitive starting salary between \$74,308 and \$84,441, depending on experience. Additional variable pay, benefits, pension, flexible working arrangements, investment in professional development and subsidized access to fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

### To apply

If you possess the qualifications and experience indicated, **please email a single pdf file of your cover letter and resume, with “[Your Name], Salesforce Administrator, Development & Security”** in the file name and email subject line, to [hr@vghfoundation.ca](mailto:hr@vghfoundation.ca) by 9 am on **Monday 5<sup>th</sup> July 2022**.

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.

As part of VGH & UBC Hospital Foundation’s commitment to the health and safety of our community, including our healthcare partners and donors, the Foundation requires all employees of the Foundation to be fully vaccinated against COVID-19.