



Asia Society Career Opportunity

Location: New York
Position: Salesforce Architect/Owner Code 1920

Background:

Asia Society was founded on the tenacious belief that genuine understanding across cultures unlocks the potential for a peaceful and sustainable world. Our New York headquarters on Park Avenue in NYC, coordinates work in our 13 Centers throughout the world where we're working to galvanize people who see themselves as members of our global community and want to work with us toward these goals at this critical moment in history. In launching our 5-Year Strategic Plan we have committed to maximizing our global impact through the creation of a digital infrastructure, with a Salesforce CRM and Marketing Cloud platform. We are looking for a technically adept, creative problem-solver to help us pioneer this global effort.

Position Summary:

This lynchpin position is a vital link between Asia Society's business units, leadership and global centers and our Salesforce support. This individual ensures that the solution architecture aligns with the roadmaps established by the enterprise architecture, and that it adheres to the enterprise architecture principles. We're looking for someone articulate, driven and service oriented. But also able to thrive in a rapidly changing environment, juggling multiple priorities. The Salesforce Architect/Owner reports to the Executive Director of IT and Digital Solution and will work closely with the Vice President and Chief Operating Officer on the design, implementation and ongoing ownership of a Salesforce system that will connect all of our Global Centers with our NYC headquarters. The Salesforce Architect will be tasked with contributing as a hands-on participant in Salesforce development and configuration, being an escalation point for technical design considerations, engaging in requirement discussions to produce design documents, and effectively communicating solutions with business teams.

Responsibilities:

- Collaborate with Asia Society business functional units to develop, evaluate, and improve technical strategies which meet business objectives. Collaborate with business and technical teams to implement technical solutions which deliver on these strategies.
- Design, develop and maintain solutions on the Salesforce platform using Apex, VisualForce, and web-service APIs
- Ensure fluid integration with all middleware, and other software systems, including, but not limited to, NetSuite (for financial), Patron Manager (box office), Springboard (online giving and membership)

Founded in 1956 by
John D. Rockefeller 3rd

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- Lead Asia Society's Center of Excellence (COE), in setting standards, rules of engagement, assessment of user requests from across our global network and assignment of tasks
- Working with the ED of IT and Digital Solutions, lead technical team sessions to conduct research and architect solutions on assigned topics
- Create Technical architecture and detailed design documents for Salesforce-based solutions to meet business requirements
- Promotion of best practice related solutions and integrated applications to reduce costs and improve overall adoption
- Engaged in practice development initiatives and frequently runs knowledge storms
- Ensure clear and effective communication with leadership, internal stakeholders and end users
- Ensure the health and scalability of the Salesforce platform as well the rest of the technology landscape of the global organization
- Provide enterprise solution that is scalable, adaptable and in synchronization with ever changing needs from different departments and locations
- Adherence with best practices related to solution design, documentation, and guidelines that lead to the identification, selection, development and use of solutions and applications
- Build employee knowledge and skills in specific areas of expertise through the development of training courses and mentoring
- Actively participate in discussions with business and IT teams and communicate technical solutions in business-friendly language
- Implement updates to custom fields, workflows, process-builder flows, custom settings, etc. - using Salesforce clicks-not-code technologies
- During current installation be point of contact with Salesforce Customer Success Architect, the third-party integrator and Salesforce support, as necessary
- Ensure that any requested upgrade or needed additions fall within budget requirements
- Plan and execute all internal training throughout global network, working with Salesforce and integrator resources to train-the-trainers and then ensuring that each department and each Regional Center has a trained Salesforce expert
- Work closely with the COO to support the deployment of the Marketing Cloud suite of products
- Other duties as assigned

Qualifications:

- BA or BS in relevant field required
- Salesforce certifications are required (Salesforce ADM, Salesforce App Builder, and Nonprofit Consultant). Certification in Marketing Cloud is highly preferred
- Knowledge of business modeling, governance and operations
- Strong knowledge/experience in a Salesforce nonprofit environment using NPSP

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- 3+ years of Salesforce experience
- Ability to integrate Salesforce platform with other technologies
- API and advanced architectural skills required (Non Salesforce experience a plus)
- Sales, Service, Marketing and Community Cloud project experience
- Excellent verbal and written communications skills
- Driven individual who is excited to be a team player coach and not get their hands dirty
- Expert knowledge of Force.com development best practices and design patterns
- Ability to design solutions using Lightning and work with various web technologies: JavaScript, Ajax, JSON, HTML5, CSS, jQuery
- Ability to gracefully juggle multiple priorities; meeting deadlines when responding to unexpected challenges
- Experience in developing enterprise implementations of complex Salesforce applications
- Experience in developing Apex triggers and controllers, and VisualForce pages using Eclipse Force.com IDE and Salesforce console dev environments preferred
- Experience with third party tools such as PatronManager, Conga, Dell Boomi, FormAssembly, Ownbackup, Box, Ring Central desirable
- Knowledge of SOQL and experience creating, debugging, and improving performance of data queries a plus
- Other duties as assigned

How to Apply:

Please email your cover letter, resume and salary requirements to ITjobs@asiasociety.org. Indicate job title and reference code 1920 in the subject line. Resumes without cover letters will not be accepted. No phone calls please. Only those candidates considered for an interview will be contacted. Please regard your resume as having been received unless your email is bounced back.

Asia Society is an Equal Opportunity Employer.

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