

JOB DESCRIPTION

Position Title: Platform Manager

Status: Nonexempt

Original Date: October 1, 2021

Revised Date:

Department: IT/Administration

Reports To: Director of Operations

Basic Function and Scope of Responsibilities: Responsible for executing on the day-to-day configuration, support, maintenance and improvement of our technology platform. Interface with users to understand their needs in order to administer and enhance the system accordingly. Serve as the "go to" for users, promote adoption, keep current on new releases and solutions, provide training, and more.

Principal Responsibilities:

- Assist in managing day-to-day operations of BOMI's integrated operating systems.
- Research, evaluate and implement new software options as needs arise.
- Handle basic Salesforce administrative functions including user account maintenance, reports and dashboards, other routine tasks.
- Ensure data integrity by merging duplicate Leads, Contacts, and Accounts; removing unnecessary fields and data; ensuring screens, fields and workflow have accurate names and reflect current workflow.
- Complete regular internal system audits and prepare for upgrades.
- Assist in training of new users and grow the platform skill set across the organization.
- Update User and Administration Manuals for systems.
- Assist director to enhance and/or develop, implement, and enforce policies and procedures of systems that will improve the overall operation and effectiveness and maximizes the return on platform assets.
- Work independently with members of the user community to define and document requirements.
- Coordinate the evaluation, scope and completion of new development requests.
- Effectively act as the liaison between users, vendors and the application development teams.
- Assist with automation efforts to reduce repetitive processes to streamline support.
- Advocates continuous process improvement.
- Identify needs and investigates solutions of tools in providing enhanced support.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's Degree or equivalent
- Salesforce experience preferred
- Excellent written, verbal, and presentation communications skills, with the ability to translate technology features into business benefits
- Aptitude to quickly come up to speed on new technology concepts and troubleshoot complex operating system problems

Training, Skills, Knowledge and/or Experience:

- Ability to communicate effectively in writing and verbally, using the English language, with or without the use of auxiliary aids or services.
- Ability to convey and receive specific information.
- Ability to work cooperatively with colleagues at all levels.
- Strong computer skills and familiarity with Microsoft Office Products.
- Ability to Multi-task.

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Physical Requirements:

May be exposed to short, intermittent and/or prolonged periods of sitting and/or standing in performance of job duties.

- May be required to accomplish job duties using various types of equipment/supplies, to include but not limited to pens, pencils, calculators, computer keyboards, telephone, fax machine, etc.
- May be required to transport self to off-site meetings.

Please submit your resume and cover letter to [Kristen McMullen](#), Director of Operations.