



Job Title: Junior Salesforce Administrator
Department: Information Technology
Location: Pittsburgh, PA

Summary of the Position:

The Junior Salesforce Administrator ensures that we are maximizing efficiency and capitalizing on the full features and benefits of our client-facing Salesforce-based application. Additionally, the Junior Salesforce Administrator will report to the VP Enterprise Applications & Business Intelligence, and will collaborate closely with functional leaders to support, configure, maintain, and improve TSC's Salesforce platform in support of daily operations and strategic initiatives. The position is part administrator and part Salesforce analyst and will provide Salesforce support to internal and external end-users.

Primary Functions of the Position:

- Serve as a system administrator for the Salesforce platform
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Help prioritize and triage all Salesforce issues and platform requests directly with the Senior Salesforce Administrator and technology team
- Organize and perform system training to end users
- Create documentation of new system processes
- Utilize and triage issues with TSC's other technology platforms that integrate with Salesforce
- Maintain database for integrity and accuracy including cleansing and duplicate record management
- Assist the Senior Salesforce Administrator in day-to-day tasks

Education and Experience Requirements:

- Bachelor's Degree in Business, Technology, or related field
- 1-2 years of operations analyst experience, preferably supporting Sales or Customer Success Organization
- Strong communication skills and experience working with functional leadership
- Creative and analytical thinker with strong problem-solving skills
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upwards
- Experience in banking and/or financial services would be highly beneficial
- CRM experience preferred
- Salesforce Administrator certification is a plus

Essential Skills and Abilities:

- Strong presentation, collaboration, and communication skills
- Intellectually curious in order to gain deeper understanding of processes and requirements
- Self-starter and a team player capable of driving projects to fruition
- Familiarity with technical project methodologies and the software development lifecycle

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