



N1 Critical Technologies is headquartered in Janesville, WI and provides sales, service, installation and design for industrial and commercial uninterruptible power supply systems, generators, data center cooling and all other mission critical equipment.

JOB POSTING SUMMARY:

Systems Administrator- Salesforce Developer

We are searching for a Systems Administrator that primary focuses on “SalesForce” platform development. Do you have entrepreneurial spirit and a creative mind?

Job Summary:

This position is primarily responsible for the business development and process improvement of the N1 Critical Customer Retention Management platform (Currently: Sales Force) used for customer information, sales documents and order management relating to critical power systems equipment sales and service contracts. Must be an expert with editing the SalesForce platform. Possess integration skills for email platforms and other 3rd party systems. Must have project management, reporting & metrics development experience. May supplement Six Sigma experience for formal education at company’s discretion. This position also includes general “IT” administration and all other duties as assigned.

Learn more about N1 Critical Technologies by visiting our website at: www.N1Critical.com

Compensation Agreement:

- Full-Time Exempt (Salary) paid biweekly
- Salary expectation: \$65,000.00 or greater based on qualifications
- Paid time off/holidays and benefits package to be discussed during an interview process
- Confidentiality and Non-Compete Agreements must be signed upon hiring
- Reports to: Chief Operations Officer

Primary Responsibilities:

- Manage the business development of the Sales Force platform and merge other systems with Salesforce as assigned
- Create metrics and reporting structure for all levels of users
- Become knowledgeable of company’s products and overall sales processes to support the company’s objectives
- Learn company programs and project management flow process that completes each order
 - Fully understand how salespeople and project managers complete each task below as it relates to platform/system development.
 - CRM current state of usage by sales associates – work to improve, develop & report
 - Salesforce “Accounts” & “Opportunity” page enhancements
 - Integrate QuickBooks with Salesforce and report accurate Invoices and Purchase Orders
 - Sales “Lead Strategy” - follow-up/system entries with Sales Force
 - Sales Quote tool and Sales Force integration
 - Close/win sales automation within the Salesforce system
 - Understand how sales offers our equipment and services
 - Reporting of payment terms and collecting payments
 - Negotiate, communicate and schedule sub-contractors
 - Produce shipping quotes and proper communication
 - Understand P&L reporting (develop automation & reporting)

- Understand how to communicate effectively with all internal and external partners and clients
- Maintain proper records of all documents and business processes
- Understand how project managers maintain the flow of assigned projects
- Become familiar with all company websites and associated development plans to date
- Work with company partners on general “IT” related duties as assigned

Qualifications:

- Excellent verbal and written skills; ability to communicate clearly and professionally at all times
- Highly developed sense of integrity and commitment to customer satisfaction
- Attention to detail with acute listening skills
- Demonstrated ability to problem solve technically with customer related issues
- Working knowledge of computer operations
 - (Specifically: Microsoft Office and expert Salesforce.com editor)
- Experience – One or more years of progressive Sales Force and Project Management experience
- Education- Business, Finance or related degree preferred
 - (may supplement Six Sigma experience for formal education at company’s discretion)

CORE COMPETENCIES:

- **Assertiveness:** Communicates position directly and honestly while demonstrating respect for others.
- **Business Knowledge:** Knows how business works; demonstrates knowledge of current business practices and future trends. Learns the competition in the Critical Power Industry.
- **Strategic Skills:** Focuses on the big picture to identify needs and creates opportunities.
- **Decision Making Skills:** Gathers and analyzes information, considers consequences, and arrives at a timely decision that meets organizational goals.
- **Ethics and Integrity:** Possesses strong set of core values and beliefs consistent with social, ethical, and organizational principals. Confronts unethical situations.
- **Influencing:** Presents information in a way that causes others to listen, consider alternate forms of accomplishing goals, and act to achieve goals. Strong written detail and organization to effectively communicate with leadership.
- **Leadership Presence:** Displays confidence and knowledge, while remaining approachable in a variety of business situations.
- **Results Oriented:** Drives behavior to emphasize achievement. Self-directed toward accomplishment. Is action oriented. Highly motivated and works with considerable independence. Likes challenge. Pursues opportunities. Consistently high achieving.
- **Team Building:** Builds on strengths and looks for ways to build positive relationships on the work team. Demonstrates trust and respect for others.
- **Technical Skills:** Demonstrates the knowledge and abilities necessary to perform required job elements to established standards. Remains current regarding developments and trends in areas of expertise.
- **Trust and Respect:** Offers respect to all in the work environment, adheres to high personal standards of acceptance, reliability, openness, and consistency of action with words.
- **Vision:** Sees beyond the present, anticipates future results and accurately predicts trends. Verbalizes the vision and leads in that direction.

Please send your resume listing your qualifications to: HR@N1Critical.com

No direct calls or walk-ins please

N1 Critical Technologies is a drug-free and equal opportunity employer