

## **JRA Job Description Systems Administrator**

The Jewish Relief Agency serves over 6,000 diverse low-income individuals across Greater Philadelphia by relieving hunger, improving lives, and strengthening our community. JRA works to alleviate the everyday burdens of poverty for 3,300 food insecure households through our Monthly Food Distributions. Founded in 2000, JRA delivers food assistance and critical supplies directly to the doorstep of each recipient household.

JRA's Systems Administrator will manage, maintain, develop and troubleshoot technology systems to ensure optimal performance. You will work with a variety of technologies and platforms including Salesforce, VolunteerLocal, Zapier, GoDaddy, Google Drive, QGiv and more. The ideal Systems Administrator is someone who has excellent attention-to-detail, problem solving skills, collaboration skills, and can train others.

### **RESPONSIBILITIES**

#### **CRM Maintenance & Development**

- Design, configure, customize, and maintain JRA's CRM - Salesforce NPSP, with a comprehensive constituency of 10,000 records including clients, donors, volunteers, and community partners
- Maintain JRA's volunteer management system, VolunteerLocal, including creating new events, maintaining healthy data, and troubleshooting both admin and volunteer-facing issues
- Maintain JRA's data security across platforms
- Collaborate with JRA staff to create and maintain custom reports
- Stay up to date with new Salesforce best practices and new releases
- Act as liaison between JRA staff and outside Salesforce Developer on specific projects

#### **Technology Development**

- Vet potential technology platforms and provide support for implementing and maintaining new innovative software
- Document processes and create workflow documentation for other users
- Responsible for staff training on VolunteerLocal and Salesforce NPSP
- Assist with troubleshooting on technology platforms, including Salesforce, JotForm, Google Suite, SimpleTexting, Zapier, etc.

#### **Programmatic Responsibilities**

- Co-Chair the Technology Committee
- Assist with the monthly pre-distribution process, including preparing volunteer delivery routes, volunteer registration, and check-in, etc.
- Assist with fundraising campaigns, including creating and maintaining mailing lists, donor records, and reporting accurate and up to date donation information for staff and board members

#### **Warehouse Responsibilities**

- Approximately three to five days a month, including the monthly Food Distribution Sunday, work from JRA's warehouse in Northeast Philadelphia
- Assist with managing volunteers and facilitating a well run food distribution



- Assist with making deliveries to clients when needed

#### Qualifications

- 1-3 years of experience in a systems admin role
- Prior experience with CRMs
- Attention-to-detail
- Effective verbal and written communication skills
- Excellent organizational and interpersonal skills
- Superior skills using Google Suite and Microsoft Office Suite
- Ability to prioritize and work collaboratively
- Self-starter; able to identify priorities independently
- Salesforce Administrator Certification a plus
- Bachelor's Degree
- Must be able to lift 25 pounds
- Must have access to a car and a valid driver's license

#### Benefits

- Estimated salary \$55,000 and comprehensive benefits package, including a 403b
- Generous package for time away from work, including vacation, sick time, and holidays