

MATRICULATE

Matriculate Program Systems (Salesforce) Administrator

New York, NY

Position:	Program Systems Administrator
About Matriculate:	<p>Matriculate’s mission is to empower high-achieving, low-income high school students to make the leap to our best colleges. Our vision is that one day all the best students in America will have access to and be supported in the best colleges—regardless of their socio-economic status or background—which will give them a unique opportunity to change the trajectory of their own lives and the lives of their families.</p> <p>Matriculate leverages peer-to-peer relationships and networks to empower high-achieving, low-income high school students to enroll in top colleges and universities. We train talented college students at leading institutions to provide the information, guidance, and support that these high school students need to apply to, gain admission at, and excel in the best institutions. College is an inflection point for low-income high-achievers, and Matriculate allows this overlooked segment of our country’s top talent to realize its potential and address income inequality from the bottom up.</p> <p>Matriculate is a founding partner of Bloomberg Philanthropies' college access and success initiative called CollegePoint, which aims to help as many as 65,000 students to apply to, enroll in, and graduate from the best colleges and universities.</p> <p>Today, only 1/3rd of low-income high-achievers attend selective colleges each year. Matriculate intends to double that number and ensure that every year 2/3rds make the leap to the best colleges.</p>

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**Position
Overview:**

Matriculate seeks a strong candidate to serve as Program Systems Administrator. The Administrator's responsibilities are to support the management, assessment and implementation of program and development technical processes and systems, ensure data integrity, liaise with the program team to identify systems needs and provide training and support to end users. The Administrator reports to the Senior Program Operations Manager and works closely with the Matriculate Program and Development teams.

The ideal candidate will have a passion for enabling Matriculate's growth and success through strengthening our program operations, supporting the work of our staff, and sustaining our ability to measure and report on the impact of its work. The position requires drive and passion for our mission, a systems orientation, capacity for problem solving, comfort setting and achieving aggressive goals, people and project management skills, impeccable attention to detail, focus on quality, and commitment to continuous improvement.

This is a full-time position with a competitive salary and benefits package. The position is located in New York City, with the option to work remotely if the candidate is located elsewhere.

**Position
Responsibilities:**

- Serve as primary system administrator for program management and measurement systems (Salesforce, Survey Apply and Airtable) with 40 users
- Understand the strategic, long-term goals of the organization and the role Salesforce and future technologies will play in achieving those goals
- Complete regular internal system audits and prepare for upgrades
- Manage Salesforce.com and other program systems
- Coordinate the evaluation, scope and completion of new system development requests
- Work with our management team to establish suitable processes to support administrative, development, and change management activities
- Assist in training of new users, and grow the systems skill set across the organization
- Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks
- Effectively act as the liaison between our users, vendors and the application development teams
- Work independently with members of the user community to define and document development requirements

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- Keep clear and up to date records on all systems processes for continuous training across user community
- Identify and troubleshoot challenges as they arise

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Candidate qualifications:	<ul style="list-style-type: none">• A bachelor's degree, with 2-3 years' professional experience• Salesforce NPSP experience• Administrator Certification preferred• A deep commitment to Matriculate's mission• Knowledge of Salesforce required, Zapier, Airtable and Google Suite a plus• Experience owning development and customization of organizational Salesforce environment• The ability to work effectively with diverse groups of people• Unwavering commitment to excellence• High degree of personal initiative in problem solving, commitment to constantly learning, growing, and reflecting on their work• Desire and ability to meet aggressive strategic goals, work independently and thrive within an entrepreneurial, fast-paced and growing organization• Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs• Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes• Desire and ability to meet aggressive strategic goals, work independently and thrive within an entrepreneurial, fast-paced and growing organization• Command of remote communication methods, including but not limited to Google Hangout and Zoom• Excellent writing/editing skills and verbal communications• Ability to work evenings and weekends as necessary• Willingness to travel occasionally domestically in urban and rural areas
Location:	New York, NY (Remote option)
Compensation:	Salary is commensurate with experience. In addition, Matriculate offers a comprehensive benefits package.

Please send your cover letter, resume, and a non-fiction writing sample to talent@matriculate.org. We review applications on a rolling basis.

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Matriculate is committed to creating a diverse environment and is proud to be an equal opportunity employer. We are committed to maximizing the diversity of our organization. All qualified applicants are encouraged to apply.