

*As Canada's fastest growing municipality (based on 2021 Census data), the Town of East Gwillimbury is located along Highway 404 in northern York Region and is as a premier centre for growth within the GTA. We are proud of our award-winning focus on modernization, innovation, and creativity. As an Employee Recommended Workplace, employees enjoy a number of benefits including: competitive wages, employee assistance program, social and wellness committees, and access to numerous trails which allow you to enjoy the beauty of EG while at work. Come join our team and see the EG difference!*

Under the direction of the town's Digital Transformation Consultant, the Salesforce Business Systems Analyst will be responsible for extending the town's Salesforce ecosystem by adding new service types, workflows, and dashboards that promote the use of Key Performance Indicators (KPIs).

**Duties and Responsibilities:**

- Lead activities related to the design and development of new service types, including workflows, service requests and service management metrics
- Troubleshoot and work with users to ensure the Salesforce ecosystem meets their needs and keeps pace with changes in service management methods, policies and/or procedures
- Facilitate testing of new Salesforce functionality rollouts
- Manage user setup, profiles and roles (user management)
- Manage Salesforce configuration and testing (customization of objects, fields, record types, page layouts, validations, security, reports and dashboards)
- Schedule and deliver timely Salesforce reporting to the different functional teams
- Produce functional, technical and system design documentation
- Produce end-user training content and administer training sessions

**Candidate Requirements:**

- 3+ years of Salesforce Administrator experience with experience in gathering requirements for Salesforce features and functionality
- 3+ years of experience with Salesforce platforms and functionalities
- 1-2 years of project management experience
- Proficiency with Salesforce, Microsoft 365 suite, SharePoint Online, Visio, and data mapping technology
- Experience developing, documenting, and maintaining technical/operational processes
- You have participated in the planning/analysis of business requirements for system changes and enhancements

**Rate of Pay:** \$75.00/hour

If you're looking for a career that will enable you to contribute to a growing and inclusive community, please submit your resume and related information online at:

[ADP Workforce Now - Career Centre](#)

**Deadline for applications is May 25, 2023**

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. The Town of East Gwillimbury is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, the Town of East Gwillimbury will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the Town's Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation. In accordance with the *Municipal Freedom of Information & Protection of Personal Privacy Act*, personal information collected will only be used for candidate selection.