Senior Salesforce Developer

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University Overview

The University of Pennsylvania, the largest private employer in Philadelphia, is a world-renowned leader in education, research, and innovation. This historic, Ivy League school consistently ranks among the top 10 universities in the annual U.S. News & World Report survey. Penn has 12 highly-regarded schools that provide opportunities for undergraduate, graduate and continuing education, all influenced by Penn's distinctive interdisciplinary approach to scholarship and learning. As an employer Penn has been ranked nationally on many occasions with the most recent award from Forbes who named Penn one of America's Best Large Employers in 2023.

Penn offers a unique working environment within the city of Philadelphia. The University is situated on a beautiful urban campus, with easy access to a range of educational, cultural, and recreational activities. With its historical significance and landmarks, lively cultural offerings, and wide variety of atmospheres, Philadelphia is the perfect place to call home for work and play.

The University offers a competitive benefits package that includes excellent healthcare and tuition benefits for employees and their families, generous retirement benefits, a wide variety of professional development opportunities, supportive work and family benefits, a wealth of health and wellness programs and resources, and much more.

Posted Job Title
Senior Salesforce Developer

Job Profile Title
Salesforce Developer Senior

Job Description Summary
Information Systems & Computing (ISC) is the University of Pennsylvania's central IT organization, providing the core network, data, voice, video, and enterprise application infrastructure and services upon which Penn's numerous Schools and Centers build their unique tools and capabilities.

ISC's 300-plus employees work closely with the University's IT organizations in order to create, deliver and support products and services that help Schools and Centers operate efficiently and effectively. We strive to be easy to work with, and to serve as a trusted advisor to Penn's IT community, faculty, staff and students in support of an environment of discovery and progress.

ISC's focus on customer service and the high-quality, cost-effective, reliable implementation of modern IT solutions advances the mission of the University, as well as that of each individual School and Center. At Penn, technological freedom and departmental autonomy represent dearly held core values. ISC supports those ideas by providing foundational services and cogent counsel, empowering individuals and departments to employ their distinct strengths in support of their goals.

Learn more about us by visiting https://www.isc.upenn.edu/about or www.linkedin.com/company/penn-information-systems-computing/.

This position is dedicated to supporting business applications for clients in Development and Alumni Relations (DAR). The DAR application portfolio consists of Salesforce CRM (Nonprofit Success Pack -NPSP), Salesforce Community, and Salesforce Marketing Cloud products, as well as Java-based custom applications and Talend integrations that connect to other University enterprise systems.

As a member of a cross-functional team of analysts and developers, the Senior Salesforce Developer ensures that all Salesforce solutions are secure, scalable, and aligned with University-wide data, integration, and governance standards. The position combines solution architecture, application development, integration design, and AI innovation to support Penn's strategic engagement and digital transformation initiatives.

Job Description

Job Responsibilities

Solution Architecture & Development

- Serve as a technical leader for Salesforce-related projects within the DAR application portfolio, ensuring high-quality design, configuration, and development of solutions on the Salesforce platform (including NPSP, Community, and Marketing Cloud).
- Architect, develop, and maintain Salesforce integrations with other university systems using Talend, APIs, and middleware frameworks.
- Design and implement scalable, maintainable data models and manage data migrations between Salesforce and external systems.
- Develop custom Apex code, Lightning Web Components (LWC), and Flows to support complex business processes.
- Provide technical guidance and mentoring to junior developers and other IT staff.

- Collaborate closely with functional business analysts, project managers, and DAR stakeholders to translate requirements into secure and high-performing technical solutions.

System Assurance, Reliability & Continuity

- Utilize a DevOps pipeline for Salesforce and related applications, ensuring efficient, automated deployment, testing, and version control processes.
- Implement and maintain backup, recovery, and restore procedures for Salesforce and integrated data systems.
- Partner with University IT and DAR leadership to define and test business continuity and disaster recovery (BC/DR) plans for all Salesforce-related services.
- Monitor system performance, security, and compliance, and proactively address vulnerabilities or degradation risks.
- Ensure adherence to University IT governance, information security, and data retention policies.

Data, Integration & Innovation

- Oversee data quality, governance, and security within Salesforce and connected systems.
- Design and maintain ETL processes using Talend and other integration tools.
- Evaluate and implement AI-driven Salesforce features (e.g., Einstein, GPT integrations) and other emerging technologies that improve automation, analytics, and user experience.
- Participate in code reviews, documentation, release management, and production support activities.
- Other duties and responsibilities as assigned

Qualifications

Required:

- Bachelors and 3-5 years of Salesforce experience, or an equivalent combination of education and experience is required.
- At least 5 years of experience in application development and system integration, with at least 4 years focused on Salesforce development and architecture.
- Salesforce administrator, architect and/or developer certification(s) (at least 1). Such as: Salesforce Platform Developer or Salesforce Certified Platform Data Architect.
- Strong experience with Salesforce NPSP, Salesforce Communities, and Marketing Cloud.
- Proficiency in Apex, Lightning Web Components, SOQL, REST/SOAP APIs, and integration tools such as Talend.
- Hands-on experience with data migrations, ETL processes, DevOps automation, and integration design patterns.

- Knowledge of Java-based applications, middleware frameworks, and backup/recovery strategies.
- Familiarity with AI-enabled Salesforce features and other emerging AI technologies for business process optimization.
- Demonstrated ability to lead complex technical projects, coordinate with multiple teams, and deliver solutions on time and within scope.
- Excellent analytical, problem-solving, and communication skills.

Preferred:

- Experience with a combined functional/technical team using agile methodologies.
- Experience working with a fundraising enterprise.
- Experience leading technical solutions in a higher education environment.
- Salesforce certification Salesforce Certified Platform App Builder

Job Location - City, State
Philadelphia, Pennsylvania

Department / School
Information Systems and Computing

Pay Range
$83,500.00 - $137,500.00 Annual Rate
Salary offers are made based on the candidate's qualifications, experience, skills, and education as they directly relate to the requirements of the position, and in alignment with salary ranges based on external market data for the job's level. Internal organization and peer data at Penn are also considered.

Equal Opportunity Statement

The University of Pennsylvania is an equal opportunity employer. Candidates are considered for employment without regard to race, color, sex, sexual orientation, religion, creed, national origin (including shared ancestry or ethnic characteristics), citizenship status, age, disability, veteran status or any class protected under applicable federal, state or local law.

Special Requirements
Background checks may be required after a conditional job offer is made. Consideration of the background check will be tailored to the requirements of the job.

University Benefits

- **Health, Life, and Flexible Spending Accounts**: Penn offers comprehensive medical, prescription, behavioral health, dental, vision, and life insurance benefits to protect you and your family's health and welfare. You can also use flexible spending accounts to pay for eligible health care and dependent care expenses with pre-tax dollars.

- **Tuition**: Take advantage of Penn's exceptional tuition benefits. You, your spouse, and your dependent children can get tuition assistance here at Penn. Your dependent children are also eligible for tuition assistance at other institutions.
- **Retirement:** Penn offers generous retirement plans to help you save for your future. Penn's Basic, Matching, and Supplemental retirement plans allow you to save for retirement on a pre-tax or Roth basis. Choose from a wide variety of investment options through TIAA and Vanguard.
- **Time Away from Work:** Penn provides you with a substantial amount of time away from work during the course of the year. This allows you to relax, take vacations, attend to personal affairs, recover from illness or injury, spend time with family-whatever your personal needs may be.
- **Long-Term Care Insurance:** In partnership with Genworth Financial, Penn offers faculty and staff (and your eligible family members) long-term care insurance to help you cover some of the costs of long-term care services received at home, in the community or in a nursing facility. If you apply when you're newly hired, you won't have to provide proof of good health or be subject to underwriting requirements. Eligible family members must always provide proof of good health and are subject to underwriting.
- **Wellness and Work-life Resources**: Penn is committed to supporting our faculty and staff as they balance the competing demands of work and personal life. That's why we offer a wide variety of programs and resources to help you care for your health, your family, and your work-life balance.
- **Professional and Personal Development:** Penn provides an array of resources to help you advance yourself personally and professionally.
- **University Resources:** As a member of the Penn community, you have access to a wide range of University resources as well as cultural and recreational activities. Take advantage of the University's libraries and athletic facilities, or visit our arboretum and art galleries. There's always something going on at Penn, whether it's a new exhibit at the Penn Museum, the latest music or theater presentation at the Annenberg Center, or the Penn Relays at Franklin Field to name just a few examples. As a member of the Penn community, you're right in the middle of the excitement-and you and your family can enjoy many of these activities for free.
- **Discounts and Special Services**: From arts and entertainment to transportation and mortgages, you'll find great deals for University faculty and staff. Not only do Penn arts and cultural centers and museums offer free and discounted admission and memberships to faculty and staff. You can also enjoy substantial savings on other goods and services such as new cars from Ford and General Motors, cellular phone service plans, movie tickets, and admission to theme parks.
- **Flexible Work Hours:** Flexible work options offer creative approaches for completing work while promoting balance between work and personal commitments. These approaches involve use of non-traditional work hours, locations, and/or job structures.

- **Penn Home Ownership Services:** Penn offers a forgivable loan for eligible employees interested in buying a home or currently residing in West Philadelphia, which can be used for closing costs or home improvements.
- **Adoption Assistance:** Penn will reimburse eligible employees on qualified expenses in connection with the legal adoption of an eligible child, such as travel or court fees, for up to two adoptions in your household.

To learn more, please visit: https://www.hr.upenn.edu/PennHR/benefits-pay

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To apply, visit https://wd1.myworkdaysite.com/en-US/recruiting/upenn/careers-at-penn/job/3401-Walnut-Street-BC-Wing---2nd -Floor/Senior-Salesforce-Developer_JR00115932-1

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