Salesforce Architect

Location	Remote within US (only from the following states: AL, AR, CO, FL, GA, MI, MO, OR, SC, TN, TX, VA, WA & WI).
Department	Strategy & Innovation
Supervisor	Senior Director, Strategy & Innovation
Type	Salaried, Full-time

JOB PURPOSE

We are looking for a technology leader to drive the further development of Salesforce as Living Water's primary stakeholder platform. This is an exciting time to join Living Water—we are in the middle of a three-year strategic plan, Overflow 25, to reach the overlooked and excluded with safe water close to home and the good news of Jesus. As we complete this strategy, we are committed to making strategic choices that build strength and agility in every area of the organization. We believe that the next step is creating new value through our core operational systems, enabling service and data-informed decision-making that furthers our mission of water, for life, in Jesus' name.

In this role, you will be instrumental in converting our strategy into better system design and process efficiency. Your responsibilities will include three areas: a) strategic leadership b) technical design and development, and c) team management and user support

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:
-   Honor God
-   Develop People
-   Pursue Excellence
-   Be Good Stewards

Team culture:

-   Stays curious
-   Listens to our neighbors (external stakeholders)
-   Learns by trying things
-   Embraces feedback

KEY TASKS AND RESPONSIBILITIES

-   **Strategic Leadership:**
-   Develop a comprehensive product roadmap for Salesforce in collaboration with the Salesforce Oversight Council (governance team), prioritizing new functionality across Donor Engagement, Programs, and Support Services.
-   Collaborate with business leaders to understand their challenges, explain what's possible through technology, and design options with clear trade-off considerations.

- Serve as the Salesforce platform visionary, explaining emerging trends in technology, defining long-term architecture decisions, and guiding prioritization methods.
- Design Salesforce data architecture that enables rapid, data-informed decision making by leaders, supporting predictive analytics and machine learning.

- **Technical Design & Development:**
- Design and implement scalable, high-performance Salesforce architectures that meet current and future business needs, supported by clear architectural documents.
- Configure new Salesforce features, leveraging automation tools (e.g., flows) for streamlined processes.
- Ensure adherence to industry's best practices and security standards, including managing scheduled Salesforce release updates.
- Work closely with stakeholders to discover and document business requirements, ensuring seamless integration with the broader system architecture (Classy, Pardot, FormAssembly, Firebase).
- Develop and manage APIs or data flows for necessary integrations (ex: Make.com, Flutterflow).
- Source development work to the appropriate internal staff or external contractors throughout the development lifecycle, manage accountability to assure timely deliverables.

- **Team Management & User Support:**
- Mentor and guide Salesforce team members, fostering a culture of learning and innovation.
- Manage the Salesforce team for user account management, reporting & dashboards, and other routine tasks.
- Manage cross-functional project teams.
- Promote new Salesforce functionality rollouts in collaboration with business units, including internal communication and training.
- Manage a ticket support system to identify end user issues, document solutions, communicate progress, and track resolution time.

EDUCATION / EXPERIENCE / SKILLS

- Bachelor's degree in computer science or related field
- Salesforce Administrator certification with additional advanced Salesforce certifications preferred
- 3 years of proven experience as a Salesforce Architect or Senior Administrator with a strong understanding of Salesforce architecture and best practices
- Expertise in Salesforce development tools and methodologies (e.g., Apex, Lightning Web Components) to create custom solutions if needed
- Solid experience with integration platforms and APIs for seamless data exchange
- Non-profit experience preferred with practical knowledge of fundraising best practices or business development, including Salesforce NPSP
- Strong communication and interpersonal skills to effectively collaborate with stakeholders at all levels

- Experience with data management and governance practices
- Project management expertise to effectively plan, prioritize, and manage complex Salesforce projects

More about Living Water

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water and to experience "living water"—the gospel of Jesus Christ—which alone satisfies the deepest thirst. We mobilize churches and communities through water access, sanitation, and hygiene (WASH) interventions to increase the physical, spiritual, and social wellbeing of the most vulnerable in communities around the world. With over 300 global staff, we currently work in 17 countries and have provided access to safe water to nearly 6.5 million people.

We Offer

- Generous PTO, vacation, and holidays
- Retirement/403(b) with match
- Medical, vision and dental benefits
- Group Life, STD, LTD and AD&D (Employer paid)
- Opportunities for professional development
- Spiritual care and formation program
- Employee assistance program
- Casual dress code