**Position Description**

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<th>Position Description</th>
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<td><strong>Job ID:</strong> 10101</td>
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<td><strong>Position Number:</strong> 02025260</td>
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<td><strong>UC Path Position #</strong> 4074956</td>
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<td><strong>Dept:</strong> IET - ENTERPRISE INFRASTRUCTURE SYSTEMS - 061419</td>
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<td><strong>Position:</strong> Salesforce Developer - UCOP</td>
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<td><strong>Approved Payroll Title Code:</strong> 0652</td>
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<td><strong>Approved Payroll Title:</strong> APPLICATIONS PROGR 4</td>
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<td><strong>Approved MSP Salary Grade:</strong> MSP24</td>
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<td><strong>POSITION DETAILS</strong></td>
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<td><strong>Job Summary:</strong> Under the general direction of the Enterprise Platforms supervisor within the Enterprise Infrastructure Services (EIS) unit of Information &amp; Educational Technology (IET), this position serves as an application administrator and developer for Salesforce, required by University of California, Office of the President (UCOP). This position will be responsible for the analysis, design, implementation, testing, integration, and maintenance of highly complex SaaS applications for UCOP.</td>
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<td><strong>Campus Job Scope:</strong> The mission of Information &amp; Educational Technology (IET) is to create and support an information and technology environment that enhances the ability of the UC Davis community to teach, do research, and provide public service. In support of the University's mission, IET delivers an infrastructure of technology services appropriate to the requirements of the campus community.</td>
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<td><strong>Department Specific Job Scope:</strong> This position is part of the Enterprise Platforms team within the Enterprise Infrastructure Services (EIS) unit of IET that provides administration and development of SaaS applications. EIS creates, deploys, and manages business, academic, and infrastructure systems. EIS has a team of technology subject matter experts who advise the campus about the appropriate application of technology to solve business problems.</td>
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<td><strong>Positions Supervised:</strong> N/A</td>
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<td><strong>Essential Responsibilities:</strong> 70% APPLICATION ADMINISTRATION, DEVELOPMENT, DESIGN, AND SUPPORT - Provide administration and development of highly complex business-critical SaaS applications, supported by Enterprise Infrastructure Services (EIS) including, among others, Salesforce deployments for UCOP. - Analyze applications, business processes, and existing applications to determine source of reported bugs and needed enhancements. - Design, implement and deploy code fixes and new application functions. - Perform quality assurance testing needed to ensure that the production applications are sound and robust. - Utilize automated load testing and web application security analysis tools. - Write functional and detailed technical specifications for application code development. - Establish and sustain Quality Control capability that tests and fixes application bugs, and adheres to the software development methodology. - Participate in technical reviews of designs for code modification or custom extensions to core applications. 20% SYSTEMS ANALYSIS, SUPPORT, AND LEADERSHIP - Provide technical support and leadership with regards to SaaS infrastructure and...</td>
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developed applications for UCOP.
- Ensure system configuration and deployment procedures follow best practices.
- Resolve technical issues escalated by UCOP.

10% TECHNOLOGY RESEARCH AND DEVELOPMENT
- Maintain currency in languages, analytical techniques, and development methodologies. Learn new and emerging technologies by taking classes, attending conferences, and self-study.
- Participate in team research of application development tools, techniques, methodologies, technologies, and architectures. Evaluate vendor software for potential application to meeting campus needs by interacting with vendors and analyzing vendor software specifications and documentation.
- Attend conferences, classes, exhibits, professional groups, professional literature, and other sources of learning.
- Other duties as deemed necessary by management.

Physical Demands:
Read CRT and LED screens for extended periods of time.
Lift, move and maneuver equipment weighing up to 50 pounds.
Occasional travel required. Travel between campus and off-campus locations.
Work alternate, holiday, weekend or extended hours to meet peak workloads.
Work in a semi-open, busy environment.

Work Environment:
UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check:
Yes

QUALIFICATIONS

Minimum Qualifications:
Experience with systems analysis and data processing skills to translate manual operations to automated processes.
Experience with standard programming techniques including analysis, requirements gathering, design, data collection and preparation, coding, and testing.
Experience converting business requirements into technical specifications for large, multi-functional, web-based software applications that must integrate within a complex, service architecture.
Experience with technologies such as client/server technologies, java, web technologies (XML/XSL/XSD, XHTML, AJAX, JavaScript, CSS, Web services such as SOAP/WSDL and REST), distributed computing concepts, application development methodologies, and networking concepts.
Experience with structured application development methodology in deploying technical solutions; utilizing other tools for design (e.g. Unified Modeling Language), application software version control and tracking (e.g. SVN and GIT), and code migration.
Experience defining hardware and software requirements for campus-wide, complex mission-critical systems, including test, staging, and production environments.
### Preferred Qualifications for Selection:

- Experience with the Salesforce platform and Salesforce development.
- Experience with ETL and ESB tools, such as CloverETL or MuleESB.
- Experience with IAAS cloud services and technologies such as Amazon Web Services, Microsoft Azure, or Google Compute Platform.
- Critical thinking skills to understand complex problems and develop solutions through the development of robust, web-based applications.
- Oral and written interpersonal communication skills to convey technical requirements to technical and non-technical audiences.
- Design experience for web-based software applications that must be robust, organization-wide and meet high level up time availability standards.
- Skilled in building loosely-coupled, service-oriented distributed systems.
- Skilled in use of software packaging and release management processes; including utilizing issue tracking, release tracking, continuous integration and build artifact repository systems (e.g. Jira, Bamboo, Maven).
- Bachelor’s degree in Computer Science or related field or equivalent experience/training.

### Expectations

- Demonstrate commitment and support of the UC Davis Principles of Community.
- Demonstrate personal and team accountability for results and projects.
- Ability to think creatively and apply innovative concepts to problem resolution.
- Communicate effectively with co-workers, effectively use computer equipment, and conduct productive meetings.
- Model the key values of the organization, including: demonstration of integrity in the conduct of daily work; accountability for the safe-keeping of resources in the employee's care and custody; reliability and teamwork; attention to maintaining and expanding expertise in the functions of the position; and modeling commitment to the customer service in interactions with clients, co-workers and others. In both communication and conduct, interacting with clients, co-workers, and others in the workplace in a respectful, tactful, and effective manner.
- Experience adhering to established guidelines and standards and to develop new guidelines as necessary.
- Participate at conferences, classes, and exhibits, in addition to professional groups and associations. Subscribe to and read professional literature to stay abreast of changes and advances in application development software and methodologies.
- Independently follow projects through to successful completion with a high degree of quality.