



CRM Administrator

Type: Full-Time *Contractual*
Salary: \$55 to \$65 per hour
Location: US – Maryland – Baltimore City [NO relocation assistance is provided]

Position Statement Description

The Mayor's Office of Information Technology [MOIT] is seeking a **contractual** Customer Relationship Manager (CRM) Administrator to manage and optimize the City of Baltimore's CRM system. The selected candidate will ensure that Baltimore City government maximizes its efficiency by capitalizing on the full gamut of features and benefits of the CRM system/platform; configure, enhance and optimize the City's CRM system to address the needs of various agencies, user groups and constituents; serve as the "go to" person for end-users; promote CRM system adoption; maintain user accounts; provide training; and ensure system security. The CRMA may, from time to time, engage in CRM application development and or programming responsibilities.

Typical Examples of Work

- Create/manage all CRM system processes, including interfaces and integrations and changes;
- Create/update reporting and dashboard capabilities; policies, procedures; technical and user manuals;
- Create/administer CRM system training to existing and new user groups;
- Assist City Leadership with creating processes within CRM to monitor agency operations and performance;
- Manage user licensing and software upgrades;
- Manage varied CRM environments throughout the City [e.g. productions, test, QA, sandbox, etc.].

Required Knowledge, Skills and Abilities

- Demonstrated proficiency in Microsoft Office applications – specifically Word, Excel, PowerPoint and Visio.
- Demonstrated proficiency with other Microsoft technologies – specifically with SharePoint, Office 365, Active Directory and Power BI.

- Demonstrated ability to translate business needs to technical resources and vice versa.
- Detail-oriented and thorough with demonstrated, proactive problem-solving skills.
- Possess strong interpersonal skills to work effectively with staff of varied backgrounds, skills and personalities to meet shared objectives within established guidelines.
- Ability to demonstrate effective leadership and generate enthusiasm and comradery among team members.
- Ability to successfully engage in multiple initiatives simultaneously, work independently at times and accomplish goals.
- Ability to actively listen, interpret needs and provide exceptional customer service.
- Demonstrated experience creating training materials and conduct training for end-users.

Minimum Education and Experience

Requires a Bachelor's Degree in Information Technology, Computer Science or related field from an accredited college or university; and at minimum three (3) years of progressively responsible, full-time experience administering and supporting enterprise CRM systems and users supporting Microsoft Dynamics CRM.

Application

Interested candidates should submit a resume and cover letter – with salary requirements – that specifically detail relevant experience to: MOIT.jobs@baltimorecity.gov –telephone calls will NOT be accepted. While we appreciate every applicant's interest, only those under consideration will be contacted. Resumes will be accepted until **August 11, 2017**. Cover Letters/Resumes without salary requirements **will not** be considered.

Additional Information

In compliance with federal law, the incumbent will be required to verify identity and eligibility to work in the United State and complete the required employment eligibility verification document upon hire.

Equal Opportunity Employer