



# Salesforce Business Analyst

## Company Description

Demand Chain Systems (DCS) is a best-in-class Customer Relationship Management (CRM) consultancy and Salesforce (SFDC) Silver Partner based in the Minneapolis suburb of Eden Prairie, Minnesota. We design, deploy, integrate, and support SFDC applications. We are obsessed with helping customers quickly realize value from their SFDC platform. We are Midwest focused and the longest tenured SFDC partner in the region. We have experienced experts, proven process, passionate people, and are rabid about results. While mid-market focused, we deal with all sizes of commercial and government customers.

Check us out at: [www.demandchain.com](http://www.demandchain.com) or on *Twitter*@DemandChainSys or on [facebook.com/DemandChainSystems](https://www.facebook.com/DemandChainSystems) or on [Linkedin.com/company/demand-chain-systems](https://www.linkedin.com/company/demand-chain-systems)

## Job Description

### Roles and Responsibilities

As a Salesforce Business Analyst, you will be part of a team responsible for delivering enterprise cloud technology solutions to our customers. Our Salesforce Business Analysts wear many hats on their projects and are responsible for everything from requirements gathering, SFDC configuration, testing, training and post deployment support. As a Salesforce Business Analyst, you will work alongside Administrators, Developers, Project Managers, Solution Architects and Technical Architects to design, develop, and deploy large-scale enterprise solutions all while learning and growing your skill set.

### Key responsibilities include:

- Work with clients and end users to gather, understand, and define business requirements
- Develop user stories and to-be process flows to support the design and development of SFDC solutions for our clients
- Work collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories
- Complete the configuration for user stories within SFDC, AppExchange products, or other cloud-based technologies
- Collaborate with developers to test and verify that solutions will meet the business requirements
- Participate in key meetings with customers including requirement sessions, system demos, user acceptance testing, and end user training

## **Qualifications**

### Required Skills and Experience

- Deep experience using SFDC or similar CRM Products to develop client or business solutions
- Hands on experience configuring SFDC or similar CRM Product, including workflows, validation rules, and security controls
- Proven ability leveraging analytical and problem-solving skills in a fast-paced environment
- Detail-oriented individual with the ability to quickly ramp up on new clients, their business needs, and technologies
- Strong presentation, communication (written and verbal) skills, and interpersonal skills
- Ability to juggle and prioritize multiple tasks within a collaborative team environment
- Demonstrates flexibility and willingness to do what it takes to get the job done
- Drive and desire to learn and grow both technical and functional skill sets
- Proficient in Microsoft Word, Excel, PowerPoint, Project, and Visio

### Preferred Experience and Skills

- Experience leveraging and configuring AppExchange products to develop a solution
- Experience soliciting, gathering, and analyzing user input and requirements
- Experience documenting user stories and creating to-be process flow diagrams
- Experience collaborating with business stakeholders
- Experience on a SFDC implementation through the full Software Development Lifecycle (SDLC)
- Salesforce Admin Certification and one or more Consulting Cloud Certifications (Community, FSL, Marketing, Pardot, Sales, or Service)
- Bachelor's Degree strongly preferred

## **Additional Information**

### Benefits

DCS offers the opportunity for growth and advancement, as well as a competitive base salary, annual team and/or individual performance based incentives, medical benefits, and 401k.

As a leading management and technology consulting firm, DCS offers a range of challenging and rewarding opportunities, whether you're just starting out in your career, looking to advance your career, or seeking a senior leadership position. DCS employees are ambitious, committed, passionate problem solvers.

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