SALESFORCE SOLUTIONS ARCHITECT

Mogli Technologies delivers impeccable Salesforce implementation services to global nonprofits, social ventures, foundations, and international development organizations. Our systems are easy to use and have robust functionality. Our fantastic client services team has won the loyalty of clients around the world. We are a small, high trust team focused on accelerating a rare and unique niche of high-impact organizations.

We're looking for a Solutions Architect to join our team. In this role, you will work effectively with customers, consultants, developers, administrators, team leaders, and sales professionals. You will be able to integrate the Salesforce platform with other technologies and have the ability to work on multiple projects simultaneously. You are passionate about planning and building compelling services and products. Our Solutions Architect will own the client relationship post-sales, from the time of onboarding where you will guide our clients through the implementation process until the client meets their desired outcome. From day one you will be the trusted advisor and product expert who ensures our clients are receiving the full value of Mogli's implementation services. Your success will be intrinsically linked to both your technical skills and knowledge of where Salesforce ends and the interchange between third-party applications with Salesforce begins, and your client-centric communication and project management skills.

What we hold sacred around here:

Trust. We authentically extend trust in our relationships and all that we do. We seek to create a culture where you will thrive, have the autonomy to do your best work, and to serve clients the way you have always wanted to.
Hustle. We are a driven group of individuals who are happiest in motion. We take pride in delivering exceptional experiences for our clients and do so without the burden of bureaucracy to slow us down.
Empathy. We listen. I mean, **really** listen to each other and to our clients. We are invested in setting people up to succeed, and when there are challenges, we will stay with you until things have been resolved.
Generous Tenacity. We are driven and results-focused, but towards a higher purpose. Instead of serving our own interests, we are wired to serve others. Drive without purpose and intention isn't our gig.

Some traits we're looking for from you:
- You blend a careful balance of tech-savvy, tactful client management, and a healthy dose of "do what's right" for a client
- You love to deliver appropriate technology and find your success in our client's success
- You believe that delivering an effective solution depends on several key factors: a deep understanding of business needs; rigorous project planning (with a bias for short-term action); and fostering strong relationships
- You enjoy staying ahead of innovative technologies and demonstrate your understanding through effective and rapid delivery.
- You create solutions that are simple and elegant; avoiding custom development where it isn't the best solution for your clients and creates unnecessary complexity
- Excellent verbal and written communications skills
- A driven individual who's not afraid to get their hands dirty

What your day to day looks like:
- Leading, collaborating and/or assisting in designing Salesforce systems for new and existing clients
- Customizing and integrating systems or 3rd party Salesforce applications
- Providing technical services ranging from basic Salesforce configuration to declarative automations
- (Workflow, Process Builder and Flow)
- Providing client training and ongoing support (including writing documentation)
- Researching and vetting technologies and developers
- Managing implementation and/or software development by external developers
- Owning the onboarding and implementation process for our clients, setting them up for a successful long-term partnership.
- Serving as the clients' project manager; managing client expectations, dependencies, and deliverables throughout the onboarding process to ensure key milestones are met on time and within scope.
- Helping improve clients' product knowledge and offering guidance on best practices to ensure adoption and success.

- Leveraging client feedback to improve the implementation process by collaborating with and across departments
- Providing thoughtful solutions and best practice recommendations to help resolve client challenges
- You will have more than enough thrown at you from clients, but your ability to prioritize and deliver on the highest value items is what will distinguish your performance
- Sometimes you may be assigned quick design-to-automation requests by our Mogli SMS app clients (outside of the services clients you may be managing concurrently)

What you bring to the table:

- Oversee and implement application architecture, features, and 3rd party integrations
- Apply advanced knowledge and practical experience with application and system design principles, patterns, and practice to provide immediate short and long-term solutions
- Architect and work with the business to implement custom and out-of-the-box solutions around functionality, customizations, scripting, and workflows
- Focus on removing any technical debt and managing technical feasibility
- Document and maintain software functionality
- Be able to host presentations and training for peers
- Maintain process, architecture, integration-related requirements, and other technical documentation
- Work closely with external vendors as well as internal customers
- Update job knowledge by researching new technologies and software products
- Outstanding verbal and written communications skills with the ability to listen, articulate positions, and influence outcomes beyond direct areas of ownership
- Proven leadership skills demonstrating strong judgment, problem-solving, and decision-making abilities
- Leads complex projects and ensures the success of enterprise-level application rollouts
- Determines and develops architectural approaches

Here are some other qualities we really hope you have (but aren't deal-breakers for the right person)...

- 5+ years of experience with Salesforce platform with extensive knowledge of Lightning, Apex, and other Salesforce apps.
- 4+ years with enterprise architecture with experience influencing technical decisions.
- 2+ years' experience Agile Scrum
- Understanding of SaaS platform development best practice
- Experience working with education, nonprofit, and financial services organizations

Salary and Benefits

- $110-160k, dependent upon experience
- Complete Medical and Dental insurance, fully covered by Mogli
- Time off includes: 15 days PTO, 7 US Public Federal Holidays; option to utilize floating holidays
- Base pay and bonus incentives for attaining Salesforce certifications and productivity milestones set by management

Please submit a cover letter and resume to jobs@mogli.com.