



# Systems Manager (FinancialForce)

## Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize universities in the US, UK, and Asia, including US universities Oregon State University, University of South Florida, Colorado State University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Suffolk University, and Hofstra University.

## Reports to

This position reports to the Global Salesforce & Technical Process Director.

## Job overview

This position has been created to support the continued growth of INTO's business in North America and will be an important addition to the Financial Systems team. The role is responsible for the day to day support and management of INTO's global accounting system (FinancialForce) and will work closely with our Finance colleagues to ensure that their business activities and operational processes are effectively supported.

## Key accountabilities and duties

This is a valued role in a growing, dynamic organization, so the responsibilities of this position may change and develop over time, but will include the following:

- Communications: regular interaction with Finance to ensure that systems activities are well understood
- Business alignment: close engagement with Finance to ensure IT priorities reflect business priorities
- Support: proactive monitoring of systems performance and timely resolution of helpdesk tickets
- IT Development: ensure releases of new and enhanced functionality are properly tested and released
- User development: providing guidance & training to ensure Finance are proficient users of the system
- Provide technical and system support to the Finance community with particular emphasis on the following:
  - Daily administration and support of INTO USA's FinancialForce, including but not limited to managing multiple user setups, profiles and roles, customization of objects, fields, record types, page layouts and validations;

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- Implement enhancements and roll out new features;
  - Design solution activities such as data mapping, and object modelling;
  - Create and manage complex workflow rules, data validation, and triggers;
  - Develop and create customized reports and dashboards;
  - Train new and existing users on how to use FinancialForce and related applications;
  - Keep application users informed about system functionality and enhancements;
  - Provide application users with technical support;
  - Logging and tracking identified system problems through resolution;
  - Creating and maintaining documentation (processes, policies, configuration and user support)
  - Liaise on day-to-day operational relationships with software suppliers
  - Administer relevant user groups and maintain close relationships with users across the group
  - Maintain development request database.
  - Specification and testing of new developments, liaising with a wide range of internal users
  - Carry out regular routine data checks and system maintenance activities.
  - Understand INTO's business activities including the differing needs of individual Centers.
  - Keep abreast of new FinancialForce features and functionality, and provide recommendations for process improvements.
- Manage release process for patch or version upgrades, in line with business requirements
  - Manage support incidents with 3<sup>rd</sup> party suppliers
  - Ensure systems adhere to policy and procedure, including data and change management.
  - Regular routine system checking and maintenance activities
  - Such other duties, as from time to time may be required, as commensurate with the role and the needs of the business.

## Location

The post is based remotely in the USA, preferably Tampa, Florida or east coast.

## Qualifications

### Essential

- Self-sufficient IT skills
- FinancialForce Support & Administration (SF Administrator qualification)
- Extensive experience of operational Finance Processes



- High level of communication skills
- Commercial mind set
- Strong customer service focus
- Flexibility
- Cultural awareness and sensitivity
- Positive attitudes and behaviours—seeks solutions, takes ownership
- Ability to adapt
- Self-driven
- Ability to travel freely to and from the US

#### **Desirable**

- Bachelor's Degree (preferably in an Information Technology related field)
- Education sector experience
- Project management skills

### **How To Apply**

To be considered for this position, please click the following link to submit your CV & Resume:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101\\_000001&jobId=398332&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=398332&source=CC2&lang=en_US)

Application Deadline: 1/31/21

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.