



POSITION TITLE: Digital Systems Administrator
REPORTS TO: Chief Administrative Officer (CAO)
FLSA: Exempt, Full-time, Regular
SALARY RANGE: \$ 56K-\$61K (Based on experience)
DIRECT REPORTS: 0
STATUS: Full-Time, Exempt

POSITION SUMMARY:

The **Digital Systems Administrator** supports BRIDGES' digital infrastructure by maintaining and optimizing Salesforce (CRM), project management software, and other digital tools. This role collaborates with various departments to ensure systems meet programmatic and operational needs, and provides training, support, and resources that enable staff to effectively use platforms like Salesforce, Asana, and Google Workspace. The administrator plays a key role in maintaining data accuracy, improving workflows, and supporting daily operations through technology.

ESSENTIAL FUNCTIONS:

Digital Systems Support and Training (60%)

- Collaborate with departments to assess Salesforce and Asana usage and support system enhancements, and workflow improvements.
- Develop and maintain user guides, reference materials, and documentation; organize and maintain digital systems support materials on iBRIDGE.
- Help align digital tools with organizational goals by supporting departmental projects that improve system use and functionality.
- Build and maintain reports, dashboards, and task tracking systems to support users in monitoring activities and goals.
- Onboard new staff with relevant training in Salesforce, Asana, and Google Workspace; provide ongoing one-on-one or small group training.
- Support the implementation of system updates, upgrades, or new tools; stay informed on feature changes and relevant system updates.
- Assist in coordinating with external consultants or vendors on digital tools, under the guidance of senior leadership.

Technical Administration and Data Maintenance (40%)

- Administer BRIDGES' digital platforms, including installing and maintaining apps, managing system integrations, and overseeing data syncs.
- Manage data quality tasks (merging, cleaning, importing) to ensure information is accurate, consistent, and up-to-date across platforms.
- Maintain user access, roles, and licenses; assist with documenting system policies and user protocols.
- Participate in team and interdepartmental meetings to stay aligned with evolving organizational needs.
- Provide input and support for digital risk awareness, planning, and budgeting in collaboration with leadership.
- Other duties as assigned by senior leadership.

MINIMUM QUALIFICATIONS:

- At least five years of experience working with and managing databases or CRMs.
- Experience using Salesforce and Asana for at least three years.
- Three years of experience building dashboards and reports.
- Three years of experience managing small- to mid-scale projects.
- Proficiency with Google Workspace and Microsoft Office tools.

PREFERRED QUALIFICATIONS:

- Salesforce Certification
- Experience creating and maintaining technical documentation and training resources.
- Experience delivering end-user training.
- Experience conducting software or systems needs assessments.
- Experience assisting with vendor or consultant communications.

WORKING CONDITIONS:

- This role works under the supervision of the Chief Administrative Officer and assists multiple departments.
- Standard hours are 8:30 am – 5:00 pm, with occasional evenings or weekends as needed.
- Hybrid work environment, including the BRIDGES Center and other approved locations.
- In compliance with applicable law, reasonable accommodations will be made in accordance with applicable law.
- BRIDGES is committed to a diverse and inclusive workplace. We welcome applicants from all backgrounds, including people of color, immigrants, women, LGBTQ+, people with disabilities, and veterans.

Application Instructions: Please submit your resume, cover letter, and three professional references. In your cover letter, describe your relevant experience and how it aligns with the responsibilities of this role. link to apply: <https://www.bridgesusa.org/careers>