

# Argentina Jobs Expertini®

## Salesforce Systems Administrator

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Company: Dialpad, Inc.

Location: Buenos Aires

Category: computer-and-mathematical

### About Dialpad

#### Work Beautifully

Dialpad is the leading Ai-Powered Customer Intelligence Platform that is transforming how the world works together. Based on 4 billion minutes of analyzed voice and meetings data and growing, we have designed one, beautiful workspace that seamlessly combines the most advanced Ai Contact Center, Ai Sales, Ai Voice, and Ai Meetings with Ai Messaging. More than 30,000 innovative brands and millions of people use Dialpad to unlock productivity, collaboration, and customer satisfaction with real-time Ai insights. With initial funding and leadership from Google and leading venture capitalists such as ICONIQ and Andreessen Horowitz, Dialpad has over \$200M in ARR and is one of the fastest growing Ai companies in the world.

#### About the team

Dialpad is looking for a highly motivated and collaborative Salesforce Systems Administrator with excellent analytical, problem solving and communication skills to join our Systems and Tools team. The team plays an essential role in quote creation, contract management , and all revenue data including commissions. We support the business with innovative ideas and technical expertise while working closely with our Global Sales teams, Finance, Deal Desk, Marketing and Operations departments.

#### Your role

As a Systems Administrator at Dialpad, you'll be part of a passionate team who are responsible for supporting the Salesforce CRM platform which integrates with financial and billing

systems. The team works closely with technology liaisons of various platforms to troubleshoot issues and engage on issue resolution. The Systems Administrator must be an excellent communicator and have the ability to handle a high volume of requests from customers with varying technical skills. You will need to pay close attention to detail, be a strong problem solver and not afraid to chase down answers. You will work closely with the Sr. Systems Administrator to prioritize and strategize on tasks. The Systems Administrator must be proficient at documenting new processes and understand the underlying business operations in order to support users in Salesforce and related systems, while keeping our platform running at a high scale, speed, accuracy and reliability. You will collaborate with the team to deliver valuable functionality to our internal customers.

This position reports to our Director, Sales Ops & Strategy and has the opportunity to be based in our Buenos Aires Office.

**What you'll do** [i.e., Responsibilities]

Manage, troubleshoot and resolve field support ticket submission

Respond to Salesforce user requests and provide technical support

Handle all basic administrative functions including user and field maintenance, page layouts, reports and dashboards management and other routine tasks

Perform data quality analysis to assist in data integrity in the system

Partner with business systems teams to ensure quality control in the system

Document and maintain procedures resolving the recurring incidents

Provide a superior customer experience in all interactions with internal and external customers

**Skills you'll bring**[i.e., Qualifications]

3+ years experience in a similar role at a SaaS company

3+ years of Salesforce administration and maintenance experience

Strong understanding of Salesforce best practices and functionality

Experience working as a part of a sales/revenue operations team

Knowledge of sales and marketing processes and workflows

Excellent problem-solving skills and the ability to troubleshoot and resolve issues in a timely manner

Strong technical and communication skills and the ability to effectively communicate and collaborate with stakeholders

Proactive attitude to identify and resolve issues

Salesforce Administrator certification is a plus

## **Dialpad benefits and perks**

### **Equity, balance, and belonging**

At Dialpad, we strive to ensure that Dialers are free to bring their full selves to work each day, and champion the intersectionality that exists between gender identity, ethnicity, age, disability status, and the many other aspects of our greater humanity.

### **Culture**

We've been named a Top Workplace seven times, and a big part of this is because of our collaborative culture that elevates our teammates, celebrates wins, and brings together passion and talent.

### **Compensation and equity**

Teamwork makes the dream work, and Dialpad offers competitive rates in addition to stock options because each and every Dialer participates in our success.

### **Continuing education**

Dialpad offers a yearly stipend for continued learning and education expenses.

Don't meet every single requirement? Studies have shown that women and marginalized groups are less likely to apply to jobs unless they meet every single qualification. At Dialpad we are dedicated to building an inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles.

**Dialpad is an equal-opportunity employer. We are dedicated to creating a community of inclusion and an environment free from discrimination or harassment.**

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