

Job Description | Business Applications Specialist

POSITION SUMMARY

Utilizing your technical skills and business acumen, your focus will be to “tech-enable” the service delivery arm of our business. In this role, you will be responsible for working with service delivery leadership to understand and document the business requirements, design the solution, implement the technology, integrate to other SaaS applications, and continuously manage and optimize the application(s). The Business Applications Specialist role will be based primarily out of either the Cloudrise U.S. or U.K office and report to the VP of Business Operations.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Build, optimize and manage the suite of applications used to operate Cloudrise’s Service Delivery organization.
- Work with Service Delivery leaders to understand the end-to-end process of selling, onboarding, and delivering professional and managed services.
- Serve as the subject matter expert (“SME”) for the technology platforms, including but not limited to Salesforce Service Cloud, SmartSheet, and BigTime.
 - Identify and gather requirements, translating into best practices, and developing scalable solutions with a focus on integration and exceptional user experience.
 - Own the documentation, communication, and training of any platform changes to end users and stakeholders.
 - Manage platform upgrades and stay abreast of enhancements that could benefit Cloudrise.
 - Contribute to and maintain a knowledge base of internal articles, documenting unique configurations and use cases for the applications you manage.
- Integrate applications using native APIs, as well as 3rd party integration tools. Work with the ITS team to integrate tools in a secure manner, enabling Cloudrise to grow and scale.
- Identify opportunities to streamline workflows by automating repetitive tasks, reducing manual processes, and improving efficiency using tools like Smartsheet automation or Salesforce Flow.
- Work with ITS to ensure that all integrations and applications comply with internal security standards, data protection laws, and client-specific compliance requirements.
- Work with ITS to manage all aspects of users and licensing, including new user setup/deactivation, roles, profiles, permissions, etc.
- Work with ITS to design, develop, and ensure adherence to a formal change management process. Document all business use cases and solution designs to enable seamless knowledge transfer to supporting staff and/or third-party consultants.
- Assist business leaders with extracting data from applications to enable metrics and performance analysis.
- Proactively research and embrace AI, researching capabilities and proposing solutions to the Business Operations team and business stakeholders.

CULTURE

- Foster a culture of excellence by delivering technology solutions that enhance both internal processes and client satisfaction, aligning with Cloudrise’s commitment to exceptional service delivery.
- Work across teams and departments to promote seamless integration of tools and solutions, creating a unified and productive environment for Service Delivery and Business Operations.
- Champion a mindset of innovation by staying ahead of technology trends, embracing AI, and seeking opportunities to optimize workflows, tools, and service delivery processes.
- Encourage a proactive approach to problem-solving and application management, empowering teams to take ownership of challenges and deliver impactful results.
- Collaborate with Cloudrise Sales Cloud Administrator, working to devise application-wide solutions and back-filling the other while out-of-office.

QUALIFICATIONS

- Experience: 3-5 years of experience in systems administration, API integration, application management or a related field.
- Integration Expertise: Strong understanding of APIs, data pipelines, and middleware solutions to enable seamless integration.
- A strong understanding of professional and managed services delivery models to ensure alignment between technical solutions and business needs.
- Proven ability to troubleshoot and resolve integration issues quickly, ensuring minimal business disruption.
- Problem Solving: Ability to analyze complex technical issues and provide effective solutions.
- Strong written and verbal communication skills for documenting processes and collaborating with teams.
- Nice-to-Have: Salesforce.com Certified Administrator or actively working to achieve the certification.
- Location: Cloudrise Office, Woking, United Kingdom, or Grand Junction, CO, with the option for some remote work.
- Willingness to travel up to 10% of the time.

This list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties or responsibilities that management may deem necessary from time to time.

To apply, please send your resume and a cover letter to careers@cloudrise.com.