

SiteLock Needs a CRM Administrator

SiteLock is the Global Leader in business website security and is the **only** web security solution to offer complete, cloud-based website protection. We find and fix threats, prevent future attacks, accelerate website performance and meet PCI compliance standards for businesses of all sizes (basically like Batman if Gotham City was the internet). Our mission is to protect every website on the internet (yes, we know that's a colossal goal, but we are THAT good), that's why we need talented people like yourself to join our ever-growing team!

That's Nice, But What's The Job?

The CRM Administrator is responsible for the overall administration and support for the OnDemand Customer Relationship Management (CRM) system. The CRM Administrator will be an advocate for the CRM, expanding the adoption across the organization. Leveraging the systems current and future enhancements to improve efficiencies and workflow across all customer touch-points. In addition...

- Evaluates, recommends and develops high quality technical solutions for the CRM user base.
- Develops code enhancements for the CRM, including reports, fields, dashboards, business rules, forms, relationships, and workflow.
- Coordinates and notify business during production system maintenance.
- Troubleshoots and documents system issues, analyses and solutions and communicate the status to users and management.
- Collaborates with internal and external partners to develop new CRM modules, implement new functionality and enhancements, business workflow and processes.
- Support user acceptance testing and bug fixes.
- Seeks feedback on user experience (UX) and implements a process of continuous improvement.
- Prepare and publish routine and ad-hoc CRM reports and statistical summaries.
- Maintains technical relationships with integration partners (MasterSolve, Sage, Act-On, Collabspot, etc)
- Coordinates with learning and development team to provided updated user training.
- Performs audit and quality assurance to ensure data integrity across the entire CRM platform.
- Provide exceptional UX, measured by NPS CSAT, operate within budget, completion of planned agreed upon business requirements/functionality.
- Ensure system maintenance and expansion stays in budget.
- Travel Requirement - 0-10%

What Are We Looking For?

- 4-year college degree and 1-3 years related experience.
- Experience with systems and business analytics.
- SugarCRM administration experience preferred.
- Experience with custom development using SugarCRM platform preferred.

- Strong knowledge of PHP, Javascript, XML and HTML.
- Advanced skills in SQL query.
- Experience with third party integration with SugarCRM preferred.
- Demonstrated experience utilizing SugarCRM API to create business solutions preferred.

Anything else? Absolutely.

SiteLock was recently awarded the Best of Cool award for our great culture by BestCompaniesAZ and are one of the Best Places to Work as awarded by Arizona Business Journal. Essentially, we offer a relaxed, friendly, fun and upbeat environment since we work here too! SiteLock is also the Fastest Growing Software Company in Arizona two years in a row per Deloitte's Fast 500, and we aren't slowing down anytime soon!

So What About The Perks? Perks Matter.

- **Medical, Dental and Vision.** SiteLock pays a nice chunk of your premiums to keep the cost as low as possible for our employees.
- **15 days of PTO and 7 paid Holidays.** Because who doesn't love time off?
- **Benefits like 401(k), company paid life insurance, short and long-term disability.**
- **Casual Dress.** Come dressed in jeans (you'll fit right in with the rest of us).
- **Free Food.** Yeah, you heard that right! To make Mondays feel less like Monday, breakfast is provided and to make Fridays even better, lunch is catered in.
- **Game Room.** Gimme a break – no, not a Kit Kat ad but we do have a ping-pong table, shuffle board and PlayStation if you ever need a break in your day.
- **Wellness Program.** We want our employees to be the best versions of themselves. That's why we offer a Wellness Program that includes an in-house Fitness coach, back massages, allergy testing, biometric screenings and much more!
- **Growth opportunities.** When we grow... our people grow! Our plan is to double in size by 2021. In order to do that, we need to develop our team members and foster their knowledge in cyber security and business.