



Customer Relationship Management Systems Administrator (CRM)

The CRM Administrator is responsible for support, administration and on-going improvements to enterprise level Customer Relationship Management (CRM) system through the use of Microsoft SQL Server Management Studio and SSIS.

Responsibilities

- Act as the main liaison for the CRM system to ensure it is running effectively and participate in program modifications, development and enhancements.
- Maintain the system by conducting data hygiene as well as processing patches or updates while maintaining product service level agreements and standards of production system subcomponents through proactive and reactive means.
- Follow the established system and coding best practices and assist in providing estimates and timelines using an agile methodology.
- Assist in the implementation, documentation and maintenance of solutions as required.
- Update online knowledge base as well as documenting troubleshooting steps and resolutions in Service Desk tickets.
- Analyze and resolve data integrity issues in the system utilizing various tools and develop ad-hoc reports utilizing Microsoft SQL Query analyzer.
- Utilize experience and knowledge to improve the existing processes and company operating procedures

Qualifications

- An Associate Degree in Information Technology is required. A Bachelor's Degree in Information Technology, Business, or Marketing is preferred.
- A minimum of three years of experience configuring, testing, documenting and administrating systems.
- Strong working knowledge and experience in CRM administration, marketing processes, and business processes related to CRM.
- Proficiency in Microsoft Office, Microsoft SQL Server Management Studio 2008 – 2014, and Microsoft Visio
- Must be flexible and adapt to change and have a strong attention to detail
- Excellent customer service and communication skills are required.

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