

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES Serves as a Customer Relationship Management Developer, in the Enterprise Business Innovation & Analytics (EBIA) Department of the Office of Technology (Office), Metropolitan Washington Airports Authority (Airports Authority). Implements customer relationship management (CRM) solutions in a Salesforce.com environment. Develops and configures applications using Visual Force, Sales Cloud, Service Cloud, Marketing Cloud, Chatter, Community and Force.com platform. Performs related functions.

--Designs and develops CRM solutions in a Salesforce.com platform using Service Cloud, Sales Cloud, and Marketing Cloud. Develops and customizes applications using Apex classes, VisualForce pages, Force.com, workflows, Application Programming Interface (API) and Web Services.

--Migrates data from disparate sources into the Salesforce environment and integrates data between web-based / SaaS / mobile systems using data integration tools such as Informatica.

--Develops and manages applications and integrations of Salesforce sandboxes.

--Utilizes Salesforce Web Services, middleware integration with Salesforce, JavaScript, XML, JSON, FTP, SOAP, REST Web Services, HTML5, CSS, JQuery, JQuery Mobile and Mobile Application Platform in the development of (CRM) solutions.

--Tests, analyzes bug and crash reports, fixes problems, and optimizes performance of CRM solutions.

--Adheres to Agile methodology, the development of continuous integration, test driven development and Agile productivity tools in the development of solutions.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other members of the Office of Technology, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), vendors, and suppliers.

--Uses a computer and (a) modern office suite software for various applications such as, but not limited to, planning/scheduling, communicating (email), word processing, data manipulation (databases and spreadsheets), charts/graphics and presentations; (b) enterprise systems/software to collect, store, manage and interpret data from business activities; and (c) specialty systems/software used in the Office for CRM development and other software development functions.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in Computer Science, Engineering, Management Information Systems, or a field which providing a strong foundation for successful performance of the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.
2. Three years of progressively responsible experience in customer relationship management software development, including: utilizing Salesforce and Visualforce, APEX and data integration tools.

Two of these three years must include application development using programming languages such as C#, Javascript, node.js, and HTML5.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to one of these three years of experience (MQ 2) on a week-to-week basis provided the education and training provide evidence of the knowledge, skills and abilities required by items 2(a).

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. A Master's Degree in Computer Science, Engineering, or Mathematics.
2. Experience in developing applications with knowledge of Salesforce App Cloud, Lightning, and Mobile Application Platforms.
3. One or more Salesforce Certification(s).

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Expert level knowledge of Salesforce.com platform of Service Cloud, Sales Cloud, and Marketing Cloud to develop customer relationship management (CRM) solutions.

2. Expert level knowledge of Apex classes, VisualForce pages, Force.com, workflows, Application Programming Interface (API) and Web Services to develop and customize applications.
3. Knowledge of: Salesforce object / data model to develop custom objects and junction objects.
4. Knowledge of: Cloud, SaaS, iPaaS, Mobile, database, Internet and Security technologies to integrate data between systems, applications and data warehouse using ETL tool such as Informatica Cloud to develop customer relationship management (CRM) solutions.
5. Knowledge of: Salesforce Web Services, middleware integration with Salesforce, JavaScript, XML, JSON, FTP, SOAP, REST Web Services, HTML5, CSS, JQuery, JQuery Mobile and Mobile Application Platform to develop and customize applications in Salesforce platform and
6. knowledge of business processes and IT project delivery methodologies, such as Software Development Life Cycle (SDLC), Agile methodology, the development of continuous integration, test driven development, Agile productivity tools and EA standards, to effectively develop CRM app solutions.
7. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include analyzing data, identifying areas of improvement, and designing effective solutions and developing relevant metrics for tracking process efficiencies or developing methods for data driven decision making.
8. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
9. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others such as senior leadership, business stakeholders, and project managers. Examples include presenting technical information, advice, findings, and recommendations to both technical and non-technical audiences during meetings and presentations.
10. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand, and concerning some issues, be convinced or persuaded. Examples include reviewing the written work of others, such as reviewing sprint backlogs and issue logs and preparing status reports and documentation for new processes, policies, and procedures.
11. Skill in using a computer and (a) modern office suite software for various applications such as, but not limited to, planning/scheduling, communicating (email), word processing, data manipulation (databases and spreadsheets), charts/graphics and presentations; (b) enterprise systems/software to collect, store, manage and interpret data from business activities; and (c)

specialty systems/software used in the Office for CRM development and other software development functions.

RESPONSIBILITY Is responsible for developing CRM solutions. Work supports the strategic goals of the Airports Authority in terms of advancing customer engagement and e-Business opportunities for Airports Authority end-users, business stakeholders, vendors, and the traveling public.

Reports to a Program Manager in the EBIA Department (Supervisor). Most work flows to the incumbent as a result of assigned functions and established work processes. The Supervisor provides broad objectives and policy guidance for recurring assignments and, in consultation with the incumbent, brief instructions and time frames for special projects. Most work is accomplished independently but requires collaboration with colleagues. The incumbent collaborates with and keeps the Supervisor informed and typically elevates only highly complex or highly sensitive issues for assistance in resolution. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork adherence to guidelines, and other factors including specific performance management requirements.

Guidelines and references include but are not limited to, Office policies, procedures, and standards (e.g. Office of Technology Standards, Change Management Process, Root Cause Analysis Procedure, Technology Advisory Committee Project Submittal Procedure, Electronic Communications System Policy, and Enterprise Technology Management Policy, etc.); Information Technology Infrastructure Library (ITIL), PMO best practices, Salesforce and other software manuals, etc. The incumbent uses seasoned judgment to select and apply the most appropriate guideline in the developing of CRM applications.

EFFORT The work is primarily sedentary, but requires moving about to obtain work information. The incumbent may sit for extended periods while performing desk work. Regularly uses a computer, a telephone and other office equipment. Typically exerts light physical effort in opening/closing file drawers, retrieving files and otherwise moving about. Regularly reviews computer screens, printouts, contracts, and regulations containing small print.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated, and temperature controlled office and conference rooms.

OTHER SIGNIFICANT JOB ASPECTS None.