



## Programmer IT/CIRCE Department

### Agency Overview

Founded in 1889, Family Service Agency of San Francisco (FSA) is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, and the elderly and disabled people, thus improving the quality of life for all San Franciscans.

### Department Description

Several years ago, FSA developed an award winning Salesforce based application called CIRCE. CIRCE is a case management application with great billing and management reporting functions. It also comes with assessment tools such as WHOQOL and CANS. FSA is currently marketing CIRCE to San Francisco non-profit agencies, and plans to market CIRCE nationally available as soon as it is possible.

### Job Description

FSA is seeking an experienced Force.com programmer in a fast paced & deadline oriented environment. The candidate must be a prolific programmer & will assist us maintain & improve CIRCE while getting CIRCE ready for nation-wide distribution via AppExchange. The candidate will play a significant role transitioning FSA to a major Salesforce applications vendor in San Francisco, as well as achieving a niche market presence nationally in the non-profit sector.

### Minimum Qualifications:

- A minimum of 4 years of related experience at least 3 years of force.com experience
- Salesforce.com experience in both development and analyst roles
- Strong experience with technologies supporting: Large-scale & comprehensive SaaS applications; Strong Salesforce development skills using native functionalities & user interfaces; Web Services – HTML - JavaScript - DHTML, XML; Salesforce to external system(s) real-time interfaces; Apex; Visualforce; S-Control; Salesforce IDE, Force.com Migration Tool (Eclipse); Web Services/SOA & Metadata APIs, Database; SQL; RDBMS
- Strong web development skills including CSS; SOAP; AJAX
- Object Oriented Development Skills
- Strong experience with .Net programming is a plus
- Experience with architecting Apps for AppExchange
- Associate Arts degree with extensive programming experience. Bachelor's degree preferred in computer science
- Knowledge of practical application of engineering science and technology
- Critical thinking skills; uses reasoning and logic to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Complex problem solving skills; identifies complex problems and reviews related information to develop and evaluation options and implement solutions
- Teaching skills in a class room setting
- Presentation skills for diverse audience who are technical & not so technical

Welcoming

Strength Based

Culturally Relevant

Team Implemented

Recovery Oriented

Family Oriented

Advancing the Field

- Ability to work under the direction of others
- Ability to monitor/assess self performance and performance of others and to make improvements or take corrective actions as needed
- Ability to manage several tasks simultaneously with attention to detail
- Ability to complete projects on time and with little supervision
- Ability to work efficiently, professionally, and cooperatively with diverse staff populations
- Ability to communicate in a multicultural team environment and interact with both technically savvy populations as well as technically inept populations
- Ability to be a team player with a welcoming attitude

**Additional Information:**

Department: IT

Position: Regular employment, hourly contract, or fixed price-per-project are all possibilities

Reports to: IT Director

Job Announcement Posted Internally at all sites		
From: 01/04/2010	To: 01/12/2010	By: M. Fregoso

**SEND RESUMES TO:**

Kenji Paschen, IT Director

Family Service Agency of San Francisco

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Approved: \_\_\_\_\_  
HR Director

Date: \_\_\_\_\_

Approved: \_\_\_\_\_  
CFO

Date: \_\_\_\_\_

Approved: \_\_\_\_\_  
CEO

Date: \_\_\_\_\_