The Boston Foundation believes that one of the great strengths of the Greater Boston community is the rich diversity of its residents in race, religion, national origin, ethnicity, sex, sexual orientation, gender identity, genetic information, age and physical abilities. The Foundation seeks to enhance and support that diversity, not only by its grant making, but also by adopting and implementing employment policies and practices designed to recognize and respond to such diversity.

The Boston Foundation is an Equal Opportunity Employer. We encourage applications from people with diverse backgrounds and experience.

All applications should be submitted online. Go to https://www.tbf.org/who-we-are/careers **and select "Application Specialist" to complete our online application process.**

Job Description

Title: Application Specialist
Department: Finance, IT
Reports To: Director, Technology Operations
FLSA Classification: Exempt   **FTE:** 1
Supervises: None
Hybrid Schedule (subject to change): In office 3 days a week. Preferred office days are Tuesday, Wednesday, and Thursday. Remote days are Monday and Friday. Additional days in the office may be required, based on business needs.
Position Budgeted: $65,000.00 to $75,000.00

Position Summary:
The Application Specialist will play a crucial role in configuring and maintaining software applications that support the foundation's mission and projects. The specialist will collaborate with various teams to understand their needs and configure applications that enhance efficiency, effectiveness, and community impact. This position uses technical knowledge, project management, and communication skills to achieve department and foundation goals.

Essential Functions:
- Configure, test, and deploy software applications to meet the specific needs of the foundation and its initiatives;
- Work closely with project managers, stakeholders, and end-users to gather and analyze requirements for new applications and enhancements to existing systems;
- Maintain project notes, schedules, task lists, and budgets to facilitate the on-time and cost-effective completion of project deliverables;

- Contribute to business systems selection and implementation projects by collaborating with business users and third-party vendors to identify and deliver effective technology solutions;
- Provide ongoing support, troubleshooting, and maintenance for existing applications to ensure they operate smoothly and effectively;
- Work with end users to identify data integrity challenges and assist in developing procedures, reports, and projects to reduce the challenges and improve long-term data integrity;
- Consistently monitor data integrations with existing systems and databases within the foundation's technology ecosystem;
- Create and maintain detailed documentation for all developed applications, including design specifications, user guides, and operational procedures;
- Utilize documentation, interpersonal and communication skills to train, instruct and educate groups and individuals in the effective use of systems and services;
- Collaborate with cross-functional teams and staff to ensure technology solutions align with organizational goals;
- Review and assess business processes, develop work-flow documentation, and collaborate with teams to design new processes that leverage technology tools to improve organizational operations;
- Stay current with emerging technologies and industry trends, recommending and implementing innovative solutions to improve the foundation's technological capabilities;
- Maintain knowledge of future application releases and security issues to assist with long-range planning; and
- Collaborate with other IT staff to support the daily operations of various information systems and services.

Other Duties and Responsibilities:
- Individuals assigned to this position may perform other duties as assigned.

Qualifications
Preparation, Knowledge, Previous Experience:
- Minimum of 2 years of experience in Salesforce administration, including system configuration, maintenance, and support of business processes.

Skills, Abilities, Competencies:
- Strong analytical and problem-solving skills with the ability to troubleshoot and resolve technical issues efficiently;
- Experience with Salesforce database required;
- Proficient in Microsoft Office 365 including Outlook, OneDrive, Word, Excel, PowerPoint, Teams;
- Excellent verbal and written communication skills, with the ability to explain complex technical concepts to non-technical stakeholders. Comfortable presentation and providing training in group settings;
- Consistently dependable in delivering high quality work and demonstrates accountability and follow-through on commitments;

- Maintains a high level of accuracy and attention to detail in all aspects of work, including documentation, data integrity, and project deliverables;
- Ability to prioritize tasks effectively and manage multiple projects simultaneously;
- Ability to respond quickly to emergencies and adjust to changing priorities, technologies, and business needs;
- Proactive in identifying opportunities, taking initiative, and driving tasks to completion with minimal supervision;
- Demonstrated ability to work in a collaborative culture;
- Committed to continuous professional development by actively seeking opportunities to learn new technologies, methodologies, and best practices;
- Well-informed on emerging technologies and willingness to maintain up-to-date skills.
- Experience with project management and/or knowledge management;
- Experience reviewing data and generating actionable insights to support business decisions; and
- Experience documenting business requirements for system enhancements and process improvements.

Working Conditions & Physical Demands:
- Ability to work for long periods of time at a workstation;
- Ability to use a computer monitor and keyboard for long periods of time; and
- Ability to work onsite and remotely, as required.

The content is intended to describe the general nature and level of work being performed by persons assigned to this job. It is not intended to constitute an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents, who are or become disabled as defined under the Americans with Disabilities Act or applicable state law, must be able to perform the essential functions of the job (including those listed above) either with or without reasonable accommodation. Reasonable accommodation, if any, will be determined by management in consultation with the employee on a case-by-case basis.

This job description is intended to be general and may be revised from time to time. At management's discretion, the employee may be assigned different or additional duties from time to time.
1/07/2026