



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title:</b> DevOps Specialist	<b>Reporting To:</b> Senior Manager, DevOps
<b>Department:</b> DevOps	<b>Position:</b> Full-Time/Non-Exempt

**Purpose of Position**

The DevOps Specialist is an entry-level position responsible for supporting the Salesforce platform for the GetHelpOC application, a closed-loop referral system provided by 211OC to address social service needs in the community. Reporting to the Senior Manager, DevOps, this role focuses on customizing, maintaining, and optimizing Salesforce to meet the organization's needs. The Specialist will also assist with onboarding new organizations into the system, ensuring smooth functionality and effective data management to help expand the reach and impact of GetHelpOC.

**Key Duties and Responsibilities**

- Assist in customizing Salesforce to support the organization's mission, including creating basic custom objects, fields, workflows, and validation rules.
- Support the configuration and automation of technology solutions under the guidance of senior team members.
- Manage user accounts, roles, and permissions to ensure secure and effective system access.
- Provide first-level support for system users, troubleshooting issues, and addressing user inquiries.
- Create and maintain reports and dashboards to measure program impact and organizational goals.
- Collaborate with internal teams to onboard and support external organizations joining the GetHelpOC system.
- Perform data entry, cleanup, and maintenance to ensure accuracy and reliability of the platform.
- Monitor system performance and assist in resolving technical issues to maintain operational efficiency.
- Document system configurations and processes for team reference and future scalability.
- Stay informed about Salesforce updates and best practices, recommending relevant improvements.

**Core Competencies**

- Attention to detail and accuracy in managing data and processes.
- Excellent communication and collaboration skills to support diverse teams and users.
- Creative and Analytical thinker with strong problem-solving skills
- Ability to work in a team environment and contribute to the organization's mission.



### **Job Requirements /Technical Knowledge**

- Previous experience involving CRM systems or databases are a plus
- Nonprofit experience is an advantage but not required
- Proficiency with Microsoft Suite, specifically Excel
- Knowledge of data management or basic technical troubleshooting is preferred

### **Employment Standards**

- Ability to work remotely and work from the office upon request

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 10 pounds.

### **Compensation**

- Commensurate with experience, education, and market, \$28 - \$36
- Competitive benefits.

### **Send Cover Letter and Resume To:**

[recruiting@unitedwayoc.org](mailto:recruiting@unitedwayoc.org)

Orange County United Way  
18012 Mitchell South, Irvine, CA 92614  
[www.unitedwayoc.org](http://www.unitedwayoc.org)