
MIT Job Description

Job Title: Software Developer 3	Position Title: Lead Full Stack Salesforce Developer, Executive Education
Reports to: Managing Director, Public Programs Executive Education	% Effort or Wkly Hrs: 100%
Department: Executive Education, Sloan School of Management	Grade 10

Hiring pay range: \$102,350 - \$138,700

Position Overview:

The Lead Salesforce Full Stack Developer will play crucial role in developing and delivering high quality Salesforce applications and integrations for MIT Sloan Executive Education (MSEE). This person will serve as technical lead and primary developer of the extensive MSEE Salesforce ecosystem, owning the architecture, design, and deployment of that ecosystem with broad impact across MSEE operations. This role combines hands-on development, implementation, system administration, solution architecture, and integration leadership to support and enhance business operations across MSEE.

This individual will lead a small team of external developers in the design, coding, testing, and ongoing optimization of Salesforce multi-cloud platforms, including Digital Experience, Commerce Cloud, Sales Cloud, Marketing Cloud, MuleSoft, and Tableau. The role works closely with MSEE staff and faculty to ensure scalable, secure, and high-performing solutions. Integration approaches and data standards connecting MSEE systems to enterprise and MIT systems are established jointly by MSEE and Sloan Technology Services (STS); this role is responsible for implementing and maintaining those integrations, in coordination with STS and MIT Information Systems & Technology.

The Lead Salesforce Full Stack Developer will establish and promote best practices, ensure data integrity, and drive continuous improvement of business processes and system capabilities. This role will also evaluate and help guide the adoption of emerging technologies, including AI-driven capabilities within the Salesforce ecosystem.

This position requires a proactive, analytical professional who thrives in a fast-paced environment and is motivated to expand both technical solutions and organizational effectiveness.

Success in this role will be measured by platform reliability, speed, and quality of feature delivery; system adoption; data quality; and the effectiveness of integrations across the ecosystem.

Role eligible for hybrid schedule that aligns with department guidelines.

Principal Duties and Responsibilities (Essential Functions):**

Salesforce Development (55%)

- Participate in the full life cycle of Salesforce development including design, code, build, test, and deploy scalable Salesforce solutions using custom code, declarative tools, and APIs
- Implement enhancements across Salesforce, Digital Experience, and related platforms aligned with business needs
- Conduct code reviews, design reviews, and knowledge sharing sessions
- Troubleshoot system issues and implement fixes, coordinating with third-party vendors as needed
- Identify and implement improvements related to system performance, scalability, and security
- Contribute to release management processes, including testing, deployment, and documentation

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- Work as a project lead for projects that span a broad range of applications.

Salesforce Administration & Platform Ownership (20%)

- Serve as the lead administrator and technical owner of the Salesforce platform
- Manage user accounts, roles, profiles, workflows, flows, reports, dashboards, and system configurations
- Ensure data quality, integrity, and governance across the Salesforce environment
- Conduct regular system audits and support platform upgrades and new feature adoption
- Research and implement new Salesforce capabilities to continuously improve the platform
- Utilize tools such as DemandTools for data management, de-duplication, and imports

Integration & Solution Architecture (15%)

- Implement and maintain custom integrations between Salesforce and enterprise systems (e.g., SAP, data warehouse), based on integration approaches and data standards jointly established by MSEE and STS,
- Leverage MuleSoft and APIs (REST/SOAP) to enable reliable data exchange across systems, consistent with the agreed integration architecture
- Monitor integration performance, troubleshoot issues, and ensure data consistency
- Support integration of third-party and AppExchange solutions (e.g., Conga, Qualtrics, ZoomInfo, Stripe)
- Evaluate and implement Salesforce AI capabilities (e.g., Einstein, generative AI features) to enhance automation and insights
- Identify opportunities to leverage AI and advanced analytics to improve business processes and decision-making

Stakeholder Enablement & Best Practices (10%)

- Serve as a subject matter technical expert on Salesforce capabilities and best practices, advising MSEE staff and stakeholders on technical design and solution decisions
- Partner with stakeholders to translate complex business requirements into technical solutions
- Provide training and guidance to users to improve adoption and effective system use
- Advise MSEE leadership on platform strategy and the options, risks, costs, and business trade-offs of system and technology decisions within the Salesforce ecosystem

Supervision Received:

The Lead Salesforce Full Stack Developer will report to the Managing Director, Public Programs, Executive Education. Oversight of day to day work will be minimal. The Lead Full Stack Salesforce Developer will meet regularly with the Managing Director, Public Programs, Executive Education to provide updates, approval and obtain clarification on projects.

Supervision Exercised: Will manage team of external (contract) developers working in Sales Cloud, Commerce Cloud, Mulesoft, Experience Cloud, Tableau, and Marketing Cloud

Qualifications & Skills:

Required Qualifications:

- Bachelor's degree in computer science or related field

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- Minimum 7 years of relevant experience in Salesforce development, enterprise systems, programming or software engineering required, including demonstrated experience leading complex, multi-system initiatives
 - 1+ years of project management and/or supervisory experience
 - Salesforce Administrator Certification
 - Salesforce Platform Developer I or II Certification
 - Multi-cloud Salesforce experience including Commerce Cloud
 - Deep technical expertise with Apex programming language, Lightning Web Components (LWC), Flows, and Salesforce data architecture
 - Strong experience with Salesforce integrations using APIs and middleware (e.g., MuleSoft)
 - Experience with Apex and SOQL at scale, including object-oriented principles, triggers, batch and queueable Apex, callouts, logging, and error handling
 - Familiarity with Education Data Architecture (EDA) or similar data models
 - Experience with data management tools (e.g., DemandTools)
 - Excellent collaboration and communication skills
 - Ability to manage multiple priorities in a fast-paced environment

Preferred Qualifications:

- Experience with DevOps tools (e.g., Gearset, Copado) and Git
- Experience working in Agile or Scrum software development environments
- Experience managing MuleSoft implementations
- Experience with AppExchange tools such as Conga
- Experience with Salesforce Einstein, generative AI tools, or AI-driven analytics platforms
- Background in higher education or professional services

Competencies:

- **Contribute:** Is self-directed and proactive while advancing work and achieving results
- **Collaborate:** Works toward team success and communicates openly and effectively by exchanging high-quality information, ideas, and opinions in an open and timely manner
- **Engage:** Fosters innovation and experimentation by applying original thinking, expertise, and professional experience to solve problems and develop new options and approaches
- **Lead:** Focuses on impact and outcomes while working to make a difference and achieve organizational goals
Initiates and sustains change that creates value.
- **Manage:** Supports a culture of experimentation and provides direction, support, and encouragement to people and teams to accomplish organizational goals

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*