



OPEN POSITION: Systems Specialist



Work with a high-performing team committed to help federal employees retire with confidence.

ABOUT PROFEDS

Since 2008, ProFeds has delivered on-site retirement training to federal employees, and we are committed to providing great support to our nationwide network of financial professionals who serve them. We're only looking for "batteries-included" team players who are motivated by a sincere desire to grow, learn, and serve this deserving audience.

ABOUT THE ROLE

We are looking for a highly technical, detail-oriented Systems Specialist to join our team in a fully remote, work-from-home capacity. This role is designed for a problem-solver who lives at the intersection of marketing technology and operational efficiency. Working under the direct guidance and mentorship of our Senior Systems Specialist, you will help build and maintain the digital backbone of our company. You'll ensure that lead flows are seamless, automation triggers are airtight, and our tech stack communicates flawlessly. We are looking for someone who thrives on "fixing the plumbing" of a business and can pivot instantly when a high-priority issue arises.

REQUIRED SKILLS

- **Software Mastery:** You must be an expert-level user in:
 - GoHighLevel (GHL): (Mandatory) Deep understanding of triggers, funnels, and CRM settings.
 - WordPress: Comfortable with theme builders, plugins, and troubleshooting.
- **Work-From-Home Discipline:** Proven ability to stay productive and organized in a remote environment.
- **Detail-Oriented & Coachable:** You take direction well from senior leadership and have a "measure twice, cut once" approach to your work.
- **Agility:** You have the mental flexibility to drop a project to handle an immediate "fire" without losing your composure.
- **Tech-Savvy:** You have the ability to pick up on new technologies quickly and your problem solving skills are not limited to "only the tools you know".

RESPONSIBILITIES

- **CRM Management:** Take ownership of GoHighLevel (GHL) tasks, including building and maintaining workflows, managing the accuracy of contact record data, and building and maintaining other internal processes.
- **Web & Funnel Optimization:** Manage and update WordPress sites, ensuring all forms and integrations are functioning correctly.
- **SMS Logic:** Implement and manage advanced SMS marketing and logic-based triggers within the CRM.
- **Collaborative Execution:** Work closely with the Senior Systems Specialist to execute technical roadmaps and implement system-wide updates.
- **Documentation:** Maintain pristine records of all workflows using Google Docs to ensure a clear "source of truth."
- **Rapid Response:** Act as a "first responder" for technical glitches, providing immediate assistance and pivoting between tasks as priorities shift.

EXPERIENCE

- GoHighLevel (GHL) - Expert (Must have prior experience with snapshots/workflows)
- Zapier - Advanced (Must understand multi-step logic and troubleshooting)
- WordPress - Fluent (Theme builders, basic CSS/HTML knowledge is a plus)
- Fix Your Funnel - Proficient (SMS integration and logic)
- Google Workspace - Proficient (Highly organized documentation in Docs/Sheets)

COMPENSATION & BENEFITS

- This is a non-exempt, hourly, full-time (40 hrs/wk) role; however, part-time employees will also be considered.
- Pay for this position starts at \$30/hr and can be increased commensurate with current experience level and initial training required to perform job functions.
- This is a remote position with flexible work hours. Occasional travel will be required.
- Benefits package includes 401(k) with match, PTO/holidays, and various insurance plans (life, dental, vision, and disability).

If you are interested in this position, please send your resume to Hiring@ProFeds.com with “Systems Specialist” in the subject line.