

## Position Description

### Platform Architect - Salesforce

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| <b>Position No:</b>          | 50149712  |
| <b>Business Unit:</b>        | Chief Operating Officer (COO)   |
| <b>Division:</b>             | Information Systems   |
| <b>Department:</b>           | Digital Strategy & Engagement   |
| <b>Classification Level:</b> | HEO10   |
| <b>Employment Type:</b>      | Full-Time, Continuing   |
| <b>Campus Location:</b>      | Melbourne (Bundoora)  |
| <b>Other Benefits:</b>       | <a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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## **Position Context/Purpose**

The Platform Architect - Salesforce is a critical role within La Trobe University's Information Services, Digital Strategy and Engagement function. Reporting to the Associate Director, Enterprise Architecture, this position is responsible for providing strategic leadership and architectural oversight for the Salesforce platform, ensuring its alignment with the university's strategic objectives and integration with other systems. The role involves developing and implementing robust Salesforce solutions that support the university's digital transformation initiatives and enhance operational efficiencies.

The Platform Architect - Salesforce will lead major projects and initiatives, driving the adoption of best practices and innovative solutions within the Salesforce ecosystem. This role requires close collaboration with stakeholders across the university to ensure that the Salesforce platform meets current and future needs, supports seamless user experiences, and delivers measurable business value.

### **Duties at this level will include:**

- Provide strategic direction for the design, implementation, and management of the Salesforce platform, ensuring alignment with the university's strategic objectives and digital transformation goals.
- Lead the development of significant policies, objectives, programs, and plans related to the Salesforce platform, ensuring integration with internal and external policies and adapting strategies to new demands.
- Lead major Salesforce projects and initiatives, managing substantial resources and ensuring strategic impact.
- Be fully accountable for achieving objectives and delivering Salesforce solutions within the defined scope, budget, and timeline.
- Influence decisions related to the allocation and use of substantial resources for Salesforce projects and initiatives.
- Review and assess existing Salesforce systems and processes, identifying areas for improvement and implementing changes to enhance performance and efficiency.
- Manage substantial budgets for Salesforce solutions, with the discretion to re-allocate funds and approve significant expenditure items.
- Commit the university to significant contractual or resource obligations related to the Salesforce platform.
- Engage in high-level liaison with internal and external stakeholders, representing the university in sector groups and negotiations.
- Develop and implement internal consultation and negotiation strategies, considering the views and interests of various stakeholders.
- Lead, manage, and motivate technical teams working on Salesforce projects, fostering a high-performance culture and driving staff development.
- Set and review long-term performance criteria and objectives for technical staff, providing mentorship, constructive feedback, and support for high-quality performance contributions.

### **Essential Criteria**

#### **Skills and knowledge required for the position**

- Advanced knowledge and experience with the Salesforce platform, including Sales Cloud, Service Cloud, Marketing Cloud, and other Salesforce products.
- Expertise in Salesforce architecture, system integration, and solution design.
- Proficiency in Apex, Visualforce, Lightning Components, and other Salesforce development tools.
- Strong understanding of Salesforce security, compliance requirements, and best practices.

- Excellent strategic thinking and decision-making skills.
- Strong leadership and people management skills, with experience in leading and developing high-performing teams.
- Exceptional communication and interpersonal skills, with the ability to engage effectively with stakeholders at all levels.
- High level of organisational and project management skills, with the ability to manage multiple priorities and deadlines.
- Knowledge of the higher education sector and its specific IT needs is desirable but not essential.
- Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.

### **Capabilities required to be successful in the position**

- Ability to provide strategic direction and leadership, aligning Salesforce solutions with the university's strategic priorities.
- Strong analytical and problem-solving skills, with the ability to assess system requirements and make informed decisions.
- Excellent stakeholder engagement and negotiation skills, with the ability to build effective relationships and represent the university externally.
- High level of financial acumen, with the ability to manage substantial budgets and influence resource allocation decisions.
- Strong people management and development skills, with the ability to lead, motivate, and mentor technical staff to achieve high performance.
- Commitment to continuous improvement, identifying areas for enhancement in Salesforce architecture and solution design, and implementing effective solutions.

### **Essential Compliance Requirements**

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### **Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### **Position Flexibility**

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### **Why La Trobe:**

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.

- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

### La Trobe's Cultural Qualities:

#### WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

#### WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

#### WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

#### WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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For Human Resource Use Only

Initials:

Date: