

SENIOR SALESFORCE DEVELOPER

DEPARTMENT/UNIT	CRM
FACULTY/DIVISION	VP Services
CLASSIFICATION	HEW Level 8
DESIGNATED CAMPUS OR LOCATION	Clayton Campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

Vice-President (Services) leads several core University services and functions across a growing global University landscape, including our domestic and international campuses and entities. Vice-President (Services) embodies a strong culture of service excellence and executes large-scale and innovative projects across key University functions including Student Services; Group Operational Resilience; Group Information and Records Management; Group Cyber Risk and Resilience; Digital Transformation; Enterprise Systems; and our core IT services teams, being, Technology Services, Academic and Data Technology Services, and our IT Service Desk and Service Centres. As leaders in innovation, we understand the importance of bringing these functions together to enhance the experience for our staff, students, researchers, and alumni. Vice-President (Services) is well positioned to lead and ensure continued operational excellence as outlined in the University's strategic plan, Impact 2030.

POSITION PURPOSE

The Senior Salesforce Developer is responsible for the design, development and maintenance of the Salesforce platform through the provision of technical expertise. The role is responsible for building high quality, innovative and fully performing solutions. This position plays a vital role in the development of these bespoke solutions including researching, designing, documenting and developing new or enhancing existing solutions, driving a culture of best practice and creating a superior Salesforce team within the University.

Reporting Line: The position reports to the CRM Delivery Lead under broad direction, working with a degree of autonomy

Supervisory Responsibilities: This role provides direct supervise a team of up to 4 staff members

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Design and develop Salesforce solutions in collaboration with the Salesforce delivery team to ensure quality outcomes in existing solutions
2. Play a technical role in evaluating add-ons and applications to the existing CRM platform for the purpose of providing continuous support to the team for all matters relating to Salesforce development
3. Provide Salesforce technical expertise to Enterprise Architects to inform the use of Salesforce at Monash
4. Work closely and communicate clearly with Delivery and Support teams to enable the development and support of fit for purpose solutions
5. Prepare documentation of design and development solutions to enable effective enhancement, maintenance and support of Salesforce solutions
6. Conduct research and, recommend changes in product, process and service improvement in development and configuration in support of development efforts
7. Implement Salesforce releases into production using Monash's adopted tools
8. Collaborate with Delivery and Support teams to enable the resolution of technical issues relating to the Salesforce platform
9. Keep abreast of emerging technologies, implement continuous improvement strategies and maintain up to date skills and certifications in line with industry best practice in order to contribute to building stronger operational processes and a superior Salesforce team within the University
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience or an equivalent combination of relevant experience and/or education/training

- Salesforce certifications – Salesforce Certified Platform Developer with extensive experience

Knowledge and Skills

2. Excellent communication skills with the proven ability to prepare clear Salesforce documentation and solution recommendations, along with ability to effectively liaise with internal and external stakeholders
3. Demonstrated experience in using Agile methodologies to successfully deliver Salesforce projects
4. Sound understanding and experience in developing custom solutions with the Salesforce Platform (Apex, Visual Force Pages, Lightning)
5. Proven experience integrating Salesforce with 3rd party systems
6. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
7. Demonstrated analytical, research and problem-solving skills and the ability to identify and recommend solutions to challenging issues
8. The proven ability to lead and develop staff with experience in creating high-performance and collaborative teams

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.