SALESFORCE ARCHITECT

DEPARTMENT/UNIT	Digital Transformation
FACULTY/DIVISION	VP (Services)
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Clayton

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 – #ChangeIt 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 Salesforce Architect delivers Salesforce.com solutions across the University. The Digital Transformation group has a mandate to rapidly expand the use of the Salesforce platform The Salesforce Architect oversees all technical activities within the University's enterprise Salesforce capability. This role is responsible for the technical delivery resources that are charged with application development and platform governance to ensure rigorous software engineering and implementation practices are applied to enable the highest quality outcomes. The incumbent works with development teams to ensure consistency, timeliness and quality is the utmost priority.

Reporting line: The position reports to the Associate Director Digital Engineering under broad direction, working with a considerable degree of autonomy

Supervisory responsibilities: This position provides direct supervision for up to 10 staff and indirect supervision to Salesforce technical staff assigned to other projects, in accordance with the eSolutions matrix model

Financial delegation and/or budget responsibilities: Not applicable.

KEY RESPONSIBILITIES

1. Oversee the technical governance, solution designs and capability of Salesforce.com, Marketing Cloud. Estimated 80/20 split across capability management and development (80%) and 20% delivery

2. Actively contribute to shaping the Digital Engineering practice as part of the Leadership Team, including strategy, resourcing and recruitment, budgeting, staff capability and delivery on organisational objectives

3. Lead the Salesforce Implementation capability (Architects, Developers, Testers, etc.) and be responsible for their continuous improvement and upskilling to ensure correct implementation of agreed solutions, meeting quality thresholds to agreed KPIs

4. Drive best practice ensuring solutions are developed and deployed on Salesforce and Marketing Cloud as required to meet customer requirements (e.g. collaborating with functional teams for each project to determine how best to implement solution such as decisions around declarative vs programmatic vs AppExchange, etc.)

5. Set the strategic direction for development tools used for AppDev, release management and deployment (CI/CD), testing automation and code quality

6. Engage and collaborate with internal stakeholders to understand and estimate the pipeline of work and strategically plan for future business needs in order to proactively develop capacity and capability plans

7. Lead and encourage cooperative and productive working relationships within a professional practice group operating in a matrix structure to support the achievement of organisational goals across eSolutions and business domains

8. Report on the progress of applications development against time frames and budget and manage resourcing implications

9. Ensure the application of software development best-in-class practice. Provide capability uplift, guidance and mentoring to staff as required to achieve this

10. Manage client expectations at all stages of the software development lifecycle

11. Keep abreast of emerging technologies and maintain up to date skills in line with industry best practice

12. Foster a collaborative and innovative culture amongst the team

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - Salesforce Platform Developer I and Salesforce Platform Developer II and Domain Architect certifications; and
   - post-graduate qualifications in a relevant discipline and extensive relevant experience (10+ years); or
   - relevant management experience and proven Salesforce technical expertise; and
   - Agile Certification; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated extensive and broad experience in leading, motivating and developing a team of Salesforce developers to deliver service excellence and continuous improvements, and high-quality technical solutions across the platform

3. Outstanding consulting and technical solution skills, including the ability to devise innovative solutions to complex issues, develop technical capability roadmaps and strategic foresight around key platform crossovers to deliver organisational value. (eg. Enterprise Application and SFDC integration tools including integrating with external applications and between different business systems/multiple data sources)

4. Exceptional communication skills, including the ability to provide authoritative advice, influence and effectively communicate with individuals at all levels

5. Deep understanding of relevant Salesforce development languages - Force.com, APEX, visualforce, lightning components. Integration and Data services architecture and techniques: SOAP, REST, JSON and SOSL and SOQL, Salesforce.com's Web Services and APIs, and the SalesForce Security model. Custom user interfaces with VisualForce and custom business logic in APEX. Advanced formulas and workflow rules to enforce business processes

6. Proven track record in successfully applying the principles of a software development lifecycle and relational database concepts to Salesforce projects in large, complex environments (e.g. how to best implement database objects in the Salesforce.com platform

7. Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines whilst working under pressure in a large, complex organisation and contributing to managing organisational budget

8. Proven ability to foster good relationships with other capabilities, other internal staff and external vendors

9. Experience in and understanding of the higher education sector is desirable

10. Ability to work with a diverse range of technical and non-technical staff, senior stakeholders and executives at all levels of the university

11. Strong report writing skills with the ability to perform trend analysis

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
- This position will require a successful National Police Record check

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.