SENIOR SALESFORCE DEVELOPER

DEPARTMENT/UNIT	eSolutions
FACULTY/DIVISION	Chief Information Officer
CLASSIFICATION	A competitive remuneration package will apply
WORK LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform in its role as a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: www.monash.edu/esolutions/.

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

Budget 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 and its interoperation with other platforms and systems within the University

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

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:

   - Salesforce certifications – Salesforce Certified Platform Developer with extensive experience and management expertise; or
   - postgraduate qualifications or progress towards postgraduate qualifications; or
   - extensive relevant experience or an equivalent combination of relevant experience and/or education/training

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. 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

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.