



Software Developer

Apply

- Toronto Office
- Full time
- Posted 30+ Days Ago
- J44927

Job Description

Current work authorization for Canada is required for all openings

Who We Are

At Fidelity, we've been helping Canadian investors build better financial futures for over 35 years. We offer individuals and institutions a range of trusted investment portfolios and services - and we're constantly seeking to find new and better ways to help our clients. As a privately owned company, we boldly embrace innovation in all areas as we continue to grow our business into the future. Working with us means you'll be part of a diverse and dedicated group of people who make a real difference for our clients and communities every day. You'll have a wide range of opportunities to grow and develop your career in an inclusive environment where you'll feel valued and supported to be your best - both personally and expertly.

Business Overview

The CRM support group is part of IS division and provides support for Customer Relationship Management and Marketing applications for Fidelity Investments Canada. Reporting to the CRM Support Team Manager, the software developer is responsible for development and support of Customer Relationship Management and Events Management technical solutions for Fidelity Canada. This includes support of existing CRM and Marketing tools, evaluation and development of new solutions based on specific business requirements and rotating on-call support for Salesforce.com and Marketo applications. The candidate will play a pivotal role in connecting disparate systems to the Salesforce platform, with a core focus on backend solutions including Apex and APIs. While the emphasis is on Salesforce and system integrations, any experience with Marketo, especially concerning smart campaigns, webhooks, and administration, will be considered a strong plus.

Key Accountabilities

- Architect, develop, and maintain system integrations with Salesforce using a variety of APIs
- Write and optimize backend code, primarily in Apex, to extend Salesforce functionalities
- Develop and configure event management tool (Marketo)
- Collaborate with stakeholders to ensure integration solutions are scalable and meet business requirements
- Provide technical support for integrated systems, troubleshooting issues and ensuring smooth data flow
- Support Marketo-related initiatives, especially concerning smart campaigns, webhooks, and administration
- Complete required unit-testing, and cooperate with other IS and business teams to ensure timely, efficient, and errors-free implementation
- Participate in planning and execution of CRM and Events Management tools upgrades and migrations
- Proactively promote enhancements to departmental processes, technical and business solutions

Skills, Knowledge and Experience

2+ years of experience with Salesforce platform, emphasizing backend solutions (Apex and APIs) as well as system integration

- Familiarity with data governance and security best practices.
- Experience developing in Java, experience with Web Services Development
- Solid experience with the full life cycle of software development
- Strong leadership skills
- Detail oriented, with strong analytical skills
- Customer service oriented
- Solid written and verbal communication skills; ability to effectively communicate technical concepts to business users
- Self-starter with strong teamwork culture
- General understanding of the financial services sector

Nice to Have

- Hands-on experience with Marketo, especially concerning smart campaigns, webhooks, and administration
- Experience with Salesforce Service Cloud development
- Experience with Salesforce Financial Cloud development
- Development experience with REST Web Services
- Development experience in Mutual Funds industry

Education

- University degree, preferably in Computer Science, or equivalent work experience
- Salesforce Certification – Salesforce Certified Platform Developer I or II preferred

Fidelity Canada is an equal opportunity employer

Fidelity Canada is committed to fostering a diverse and inclusive workplace. We will consider all qualified applicants for employment regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national or ethnic origin, age, disability, family status, protected veterans' status, Aboriginal/Native American status or any other legally-protected ground.

Accommodation during the application process

Fidelity Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require an accommodation, please email us at FidelityCanadaStaffing@fidelity.ca.

No telephone inquiries or agencies please. We thank all applicants for their interest, please be advised that only those selected for an interview will be contacted.

Why Work at Fidelity?

We are proud to be recipients of the following:

Awards

- Canada's Top Family-Friendly Employers 2023 (7th consecutive year)
- Canada's Top 100 Employers 2023 (7th consecutive year)
- Greater Toronto's Top Employers 2023 (10th consecutive year)
- Canada's Top Employers for Young People 2023
- Venngo Healthy Workplaces Award Workplace Benefits Awards – Health and Wellness Program
- HRDC Best Places to Work 2023
- HRDC 5-Star Diversity & Inclusion Employer
- HRDC 5-Star Benefit Program 2023

Designations

- A Canadian Compassionate Company
- Great Place to Work (Dec 2022 - Nov 2023)
- Best Workplaces for Women 2023 by Great Place to Work

About Us



About Us
Fidelity Canada has become an employer of choice for talented people seeking rewarding career opportunities in the financial services industrv. We

[Read More](#) ▾

Similar Jobs (3)

Machine Learning DevOps Analyst

- Toronto Office
- Full time
- Posted 5 Days Ago

Software Developer

- Toronto Office
- Full time
- Posted 5 Days Ago

Software Developer

- Toronto Office
- Full time
- Posted 30+ Days Ago

Follow Us

