Position Description - Salesforce Functional Consultant

Role Responsibilities

● Gather, analyze and interpret information from clients to understand business processes, pain points, business needs and customer experience to deliver Salesforce based technical solutions that leverage the most out of the Salesforce platform
● Identify new service opportunities while working with clients and report back to Project Manager
● Create and deliver end-user training
● Support facilitation of workshops between internal stakeholders and clients
● Conduct Value Stream Mapping and Business Process Mapping sessions
● Complete all required documentation to a high standard
● Configure Salesforce features to support the business requirements
● Be able to deploy changesets
● Support the implementation and rollout of the system
● Identify risks prior to project commencement and contribute to development of the risk management plan
● Assist in the scheduling and completion of customer success stories

Skills Required

● Bachelor degree level or higher
● At least 1 year experience working with Salesforce platform
● Working in an Agile project delivery environment (System Partners uses a modified version to suit consulting environment)
● Ability to influence and negotiate with clients; proven track record of customer focus including the ability to foster long-term client relationships
● Ability to run an effective meeting
● Industry knowledge
● Proven ability to assist and support system, end-to-end and UAT testing cycles
● Training and mentoring others
● Change management
● Critical thinking, complex decision making and problem solving skills
● Planning and organising
● Exceptional personal communication skills
● Adaptability
● Resilience - tolerant to stressful situations

Certifications Required

● Salesforce Sales Cloud certification
● Salesforce Service Cloud certification
● Salesforce Admin 201
● Salesforce App Builder

Position Description - Senior Salesforce Developer

Key Responsibilities

- Lead employees using a performance management and development process to encourage employee contribution including goal setting, feedback and performance development
- Coordinate and lead your team
- Provide oversight and direction to employees in the operating unit in accordance with Systems Partners Policies and Procedures
- Maintain transparent communication – appropriate communicate organisation information through department meetings, one on one meeting sand appropriate email communication
- Ability to manage deliverables, technical problems and accountabilities on large programs of work, while working collaboratively as part of a team
- Understanding the business processes, pain points, business needs and customer experience to deliver Salesforce based technical solutions that leverage the most out of the Salesforce platform
- Author solution design document and provide input to solution architecture
- Configure and build the Salesforce data model to help support business requirements
- Configure Salesforce features to support the business requirements
- Develop Apex, Visualforce, Lightning based enhancements
- Leverage source control systems to ensure source code lifecycle is managed
- Migrate data to sandboxes and production environment
- Deploy Salesforce configuration and code to various sandboxes and production environments to help conduct SIT, UAT and production deployment
- Achieve appropriate technical certifications on offer from Salesforce and apply their capabilities appropriately to business problems
- Uphold and maintain System Partners technical delivery processes and actively contribute to them
- Peer review technical solutions and provide constructive feedback

Skills Required

Demonstrable skills and qualifications needed are:

- Bachelor degree level or higher
- At least 4 years experience working with Salesforce platform
- Delivering Sales Cloud, Service Cloud, Salesforce Communities, Salesforce App Cloud, Salesforce Marketing Cloud (optional), Salesforce Analytics Cloud (optional)
- Appropriate Salesforce technical certifications (minimum P1, prefer P2)
- Working in an Agile project delivery environment (System Partners uses a modified version to suit consulting environment)
- Proficient in Visualforce, Apex, SOQL, Lightning Framework
- Experience in building Web Service enabled applications (SOAP and RESTful)
- Knowledge of Salesforce APIs

Preferred experience of:

- Migration from other applications such as Siebel, SAP, Microsoft Dynamics CRM, in house built applications
- Experience in using .Net, Java or other languages in previous roles
- Front end (HTML/CSS) and JavaScript development skills
- Experience developing mobile applications
- Experience leveraging AWS, Azure, GAE