Role Profile and Specification – IT Application Specialist – Salesforce FTC

Service Area	Corporate Resources
Role Title	IT Application Specialist - Salesforce
Location	Oxted/Agile
Reports to	IT & Project Delivery Manager
Salary/Grade	M4
Duration/Hours	Fixed term contract/37 hours per week

Service Area Purpose

This service area acts as a business partner working across the organisation, providing specialist IT services to internal and external customers. The team is working in a matrix environment, supporting organisational improvement through IT, managing conflicting priorities to deliver business efficiency and customer satisfaction.

Job Purpose

- Act as a Business Partner for IT working with teams across the organisation.
- Provide technical support for the maintenance, use and development of the Council's Salesforce environment.
- Provide technical support for the maintenance, use and development for other software pertaining to the remit of the role.
- Provide expert advice in respect of technical development and delivery to maximise efficient working practices and support the Council's vision for the future.
- Provide technical mentoring and support, encourage transfer of specialist knowledge and advise on best practice in respect of relevant areas of technical expertise.

Key Objectives

- The support, management and development of the Council's Salesforce environment.
- The support, management and development of other software pertaining to the remit of the role.
- Participation in projects and wider organisation initiatives when required.
- IT service delivery continuous improvement.
- Professional and personal development within the context of the role.

Specific Responsibilities

- To support, manage and develop the Council's current Salesforce Service Cloud and future Experience Cloud and Einstein Analytics environments.
- To support, manage and develop associated technologies and other software pertaining to the remit of the role.
- Provide user support as necessary within the organisation, and act as point of escalation for the Council's Helpdesk for defined areas of expertise.
- Provide fixes and produce root cause analysis reports in case of failures and issues.
- Handle the org's administrative functions including user maintenance, modification of page layouts, creation of new fields/records/case types and provide expertise to the business regarding reports and dashboards.
- Automate processes using core Salesforce tools such as flows, approval processes and validation rules.
- Respond in a flexible and adaptive manner to the organisations requirements to develop digital capability and process improvement.
- Work in a matrix environment to define use cases and build internal capability.
- Develop internal documentation on set up, configuration, and changes to the system in real time.
- Own the deployment process, ensuring appropriate processes are followed and approved prior to impacting the live environment.
- Drive innovation in IT, reviewing current Salesforce ecosystem technology offerings and identifying improvements.
- Adhere to defined procedures and agreed practices.
- Contribute to continuous Service improvement and role development.
- Any other duties commensurate to the level and remit of the post.

Person specification

Qualifications / Education

Essential	Desirable
- Certification or qualification in Information Technology related subject or system, or substantial equivalent experience in an IT related field.	- Salesforce accredited certification.

Experience

Essential	Desirable
- Substantial Salesforce product knowledge and extensive Salesforce Administration hands-on experience with Service Cloud, including all aspects of configuration changes, release updates, and health checks. - Experience in delivering 2nd/3rd line IT support.	- Experience acting as an IT Business Partner - Working in a matrix environment where cross team and corporate working are essential. - Software supplier relationship management.

Essential	Desirable
- Experience of working in an organisation undertaking large scale transformation projects and implementing new technology. - Experience in contributing to policy/ service development and setting work/performance standards and targets in IT. - Experience of supporting organisational improvement through IT. - Experience of supporting IT Strategy development.	

Key Skills and Knowledge

Essential	Desirable
- In depth knowledge of the following: - Administration and maintenance of Salesforce systems - Salesforce products and their functionalities (specifically Experience Cloud and Mulesoft) - The creation and maintenance of Salesforce data schema, standard and custom objects. - The creation and maintenance of workflow and process triggers and automation. - Web to case, email to case and case management processes. - Security management and auditing. - Environment management, release management, cut-over and hyper-care activities. - Ability to learn new technology and applications. - Knowledge of delivering business efficiency and customer satisfaction through IT. - The ability to manage conflicting priorities sometimes under pressure. - Enhanced analytical, problem-solving, and logical skills, with the ability to lead others. - Ability to think innovatively and practically.	- Working understanding of Apex principals within the Salesforce environment - Working understanding of Visualforce and lightning web components within the Salesforce environment.

- Good written and verbal communication skills. - Accuracy and attention to detail. - Well organised and methodical. - Team worker with ability to work on own initiative. - Resourceful and flexible in approach. - Able to perform efficiently and effectively under pressure. - Understanding of the broad requirements of the data protection principles. - A commitment to equality and diversity.	