



Position Description

NAME:	Incumbent
JOB TITLE:	Salesforce Developer
DEPARTMENT:	Technology Services Group
REPORTS TO (TITLE):	Solutions Architect
LAST DATE REVIEWED:	January 2020

JOB SUMMARY

The Institute is in the implementation phase of an ambitious 5-year strategic plan with Technology underpinning many of the strategic initiatives. As the Institute grows and technology is ever growing and changing, we now require the services of a highly motivated, talented Salesforce Developer to design world-class Salesforce applications for our evolving CRM requirements, you will be a Salesforce guru, agile, highly collaborative and comfortable in chaos.

This role will involve meeting with project managers and key stakeholders, analysing project objectives, coding new Salesforce applications, creating workflows, custom Salesforce development and integration with third-party services and troubleshooting applications errors.

To ensure success as a Salesforce Developer, you should have extensive experience working with Salesforce CRM platforms, specifically the Salesforce NPSP platform, application development skills, and the ability to solve complex software problems. Ultimately, a top-class Salesforce Developer can create dynamic and scalable Salesforce applications that perfectly meet the evolving needs of the company.

Working as part of an agile team where daily conversations are the norm, you will be comfortable working in both a highly structured and ambiguous environment. A self-starter with a passion for delivering high quality work that meets and exceeds business expectations. The Salesforce Developer will be a critical part of the Salesforce team and is responsible for the development of Salesforce to ensure full utilisation and tailoring the platform to match and support business objectives using agile methodologies. This role will review and analyse business processes, services and information needs with a view to implementing change management initiatives to improve the user experience and increase productivity.

You will have a solid background in agile development complimented by great exposure to Salesforce and the lightning interface – these are essential requirements. Experience in SQL and Power BI will be highly regarded.

With strong technical acumen and experience across operations and service management, you understand how to manage and collaborate with business and technology stakeholders in the development of operational processes and technical requirements.

You're highly motivated with a positive and proactive approach, and a demonstrated ability to take accountability for delivering quality outcomes. With excellent analytical, problem-solving and critical thinking skills you're an outstanding communicator with great interpersonal skills who actively contributes to building high performing, friendly and engaged teams. Bonus points for a sense of humour, grace under pressure and a love of digital tech.

PRIMARY TASKS / RESPONSIBILITIES

- Develop customized solutions within the Salesforce platform to support critical business functions and meet project objectives, stakeholder requirements and company goals
- Communicate with project managers, stakeholders and other team members to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment
- Maintain a flexible and proactive work environment to facilitate a quick response to changing project requirements and customer objectives, and innovate ways to meet mission goals successfully
- Interact directly with stakeholders, managers and end users as necessary to analyse project objectives and capability requirements, including specifications for user interfaces, customised applications and interactions with internal Salesforce instances
- Provide system administration support of internal and customer-facing Salesforce environment, especially related to customised applications, user permissions, security settings, custom objects and workflow
- Collaborate with various internal departments to ensure Salesforce environment supports internal needs relating to functionality and performance
- Perform configuration and customization of the Salesforce.com platform.
- Participate in efforts to develop and execute testing, training and documentation
- Willing to be hands-on in producing tangible deliverables (requirements specifications, design deliverables, status reports, project plans)
- Utilize best practices to perform operational support, enhancements, bug fixes as needed to the Salesforce.com platform
- Follow all standard operating procedures (SOP) and maintain updated ticketing for events, incidents, requests, changes, problems, etc.
- Proactively engage on continuous improvement efforts for application design, support, and practice development efforts.
- Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance.
- Act as a point of escalation for Service Desk ticketing for advanced issue resolution.
- Assist with the planning of application changes, development, and installation of upgrades and new releases.
- Integrate multiple systems with Salesforce, including internal proprietary and third-party applications
- Lead customer-driven solutions utilizing strong technical design skills and strong working relationships with internal groups
- Guide users in formulating requirements, advise on alternatives and on the implications of new or revised processing analysis.
- Develop, document and enforce application standards and procedures
- Identify and help implement improvements in the areas of process, efficiency and productivity.
- Seek and give peer review. It is through peer review that we learn and maintain quality
- Test your own work and your teammates work
- Create and maintain documentation that supports the project and team and end user
- Strive to do the best work you can
- Live by and champion our culture.
- Building positive relationships with Business Stakeholders
- Collaborate with a multitude and multiple levels of stakeholders within the organisation.
- Opportunity to act as Scrum master in ceremonies / stand ups.

- Liaise with vendors to evaluate and assess potential solutions.
- Specify systems that go beyond the stated requirements, taking into consideration growth of the company, market needs, security, accessibility, maintainability, usability, productivity, and performance.
- Be an advocate for improvement and discipline, utilising the appropriate methodology to encourage a fail fast and learn approach.
- Effectively communicate and drive change.
- Track and measure the effectiveness of implemented solutions.
- Ensure knowledge is captured and shared across the organisation

MINIMUM REQUIREMENTS

Qualifications

- Bachelor's Degree in Computer Science, Engineering or related technical field or
- 6+ years of experience in development of Salesforce's Cloud Functionality
- Apex, Visualforce, Lightning Component, Native, MySQL and JavaScript development, design, configuration, testing and deployment of Salesforce.com solutions
- In depth knowledge of REST/SOAP APIs and experience building integrations with Salesforce.com.
- Knowledge of Salesforce permissions, roles, reports, dashboards, and logical formulas
- Experience in migrating data and customizations across Salesforce environments
- Strong attention to detail, and the ability to multi-task and prioritize tasks
- Excellent troubleshooting skills

Experience and requirements

- Essential:
 - Extensive NPSP Salesforce experience.
 - Salesforce Developer certification
 - Analytical and problem-solving skills highly desirable
 - Experience in eliciting, documenting and managing requirements for information technology and business change projects
 - Have experience in software development outside of the Salesforce ecosystem
 - Have hands-on experience with Salesforce Lightning
 - Have experience designing APIs and integration
 - Have worked within an Agile team
 - Working knowledge of MavensMate or Eclipse
- Desirable:
 - Experience in Jira and the Atlassian stack
 - Adaptive mindset, agile understanding and ability to work in a demanding environment

KEY SKILLS

- Ability to manage multiple stakeholders
- Superior oral and written communication skills
- Ability to maintain privacy and confidentiality

- Strong commitment to high levels of customer service
- Ability to work under pressure and unsupervised
- Ability to consistently meet or exceed all deadlines
- Superior attention to detail
- Ability to handle multiple concurrent tasks
- Ability to take a hands-on approach when required
- Ability to work with tight deadlines in a dynamic environment, delivering high quality outputs with strong attention to detail

EXPECTED OUTPUTS

- Extract, transform, perform and validate the data migration between a legacy CRM system and Salesforce.
- Produce data modelling outputs such as reports, architecture documentation, and business/system process documentation, as part of an overall knowledge management practice.

Children's Cancer Institute policies applicable

- Code of Conduct/Ethics
- Whistle-blowing
- Use of Electronic Resources
- Workplace Health & Safety
- Appropriate Workplace Behaviour
- Privacy
- Any other policies not listed here but are available on the Children's Cancer Institute Intranet Policies pages

SERVICE STANDARDS AND GENERAL EXPECTATIONS

- Respond to phone calls and emails within 48 hours
- Read internal communications within 48 hours
- Maintain up to date personal information in the HRIS (ConnX - Self Service) at all times

COMPLIANCE AND CODE OF ETHICS AND CONDUCT

Staff members are responsible for ensuring that they are familiar with and comply with their conditions of employment as stated in their individual contract, all Children's Cancer Institute Policies and Procedures and relevant ethical and regulatory guidelines. Staff must be aware that breaches by individuals will not be tolerated or condoned and may be subject to the Disciplinary Action Policy.

Your knowledge and awareness of Children's Cancer Institute Policies and Procedures (including the Code of Ethics and Conduct), will be monitored from time to time to ensure that our compliance program is effective.

Part of compliance adherence involves the use of standardised forms, checklists, and other aids (as appropriate) to ensure that important compliance issues are not overlooked. All forms must be used in accordance with instructions and the procedures as outlined in the relevant policies and procedures to ensure that compliance to the laws and regulations occurs.



Position Description

WORK HEALTH & SAFETY

- Must adhere to all WHS policies and procedures including reporting incidents within 24 hours
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace
- Actively participating in health and safety meeting, training and induction programs
- Complying with all safe work procedures and instructions
- Use equipment in compliance with relevant procedures, without wilful interference or misuse
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor and in the WHS reporting system (Myosh)
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

REPORTING STRUCTURE

Position reports direct to: Solutions Architect

Departmental Structure: See Organisation Chart

Note: *Reporting structure may change subject to management decisions and business requirements.*