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| **Position title** | | | | Salesforce System Administrator | | |
| **Team/Group** | | | | Business Solutions/ Technology Solutions and Delivery | | |
| **Work level** | | | | 3 | | |
| **Position reporting to** | | | | Technology Delivery and Security Manager | | |
| **Employment Type** | | | | Fixed Term Contract – 2.0 years | | |
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| **Vision, mission and values** |  | | Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   Beyond Blue’s values are **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity.** | | | |
| **Position purpose** |  | The Salesforce Administrator (IT system custodian, provider of 1st Level support, project support and Salesforce consulting) is required to support Beyond Blue’s Salesforce CRM solution in collaboration with Beyond Blue’s Salesforce administration team.  Reporting to the Technology Delivery and Security Manager and liaising closely with Beyond Blue’s CRM Program Manager and administrators, the Salesforce System Administrator will assist the continued improvement through project implementation and launch, followed by the ongoing systems support of the Salesforce CRM system as well as help support other core Beyond Blue IT application systems integrated with Salesforce.  With the responsibility for triaging user support requests, resolving 1st level issues, and escalating other issues to the appropriate party; the Salesforce System Administrator will liaise with multiple internal stakeholder groups as well as other IT team members and 3rd party support for Salesforce and related integrations.  The System Administrator will be responsible for minimising risk and identifying areas for improvement.  The System Administrator will assess Salesforce tools and improvements, consulting with the business to improve our Salesforce system aligning to best practice and industry tools.  As new requirements and enhancements are identified for Beyond Blue’s Salesforce system, the Salesforce System Administrator will be responsible for assisting in solution development.  As a critical tool for Beyond Blue, the Salesforce System Administrator will be responsible for environment, deployment, and product integrity management ensuring a well governed, structured approach to sustaining Salesforce in line with Beyond Blue’s Change Approval Board process and other policies and procedures. | | | | |
| **Role dimensions** |  | **Direct Reports** | | | | *Nil* |
| **Overall team** | | | | *CRM Program Team*  *Technology Solutions and Delivery*  *Community Engaged Beyond Blue Employees (Various)*  *External Vendors (Various)* |
| **Financial Delegation** | | | | *None* |
| **Key accountabilities** |  | **User support**   * Act as first level of Salesforce support for CRM Helpdesk Requests and ensure accurate and timely response and resolution of all requests * Log and maintain notes of support requests, escalations and resolutions in Beyond Blue’s ITSM tool, Manage Engine * Leverage Salesforce Premium support to escalate cases as required * Manage phone and email-based support requests * Partner with internal stakeholders to review business processes and recommend system enhancements   **Salesforce Administration**   * Manage activation/deactivation of users, setup of sharing settings, roles, profiles and groups to reflect any organisational changes or internal business rules * Identify and minimise risk through system, process and tool improvements * Participate in audits, both internal and external and address audit points in a timely manner * Build and update report templates and dashboards to achieve meaningful metrics * Maintain online technical support documentation, including how-to guides and FAQs * Document as-is (current state) and to-be (future state) for changes to Salesforce * Perform administration of Salesforce including basic configuration, creation of custom objects and fields, modifying record types, page layouts and related lists. * Develop and maintain validation rules, custom workflow rules with email alerts, field updates and tasks, and approval processes. * Task prioritisation and determining what are operational support issues, system monitoring and user support issues * Issue investigation and proactively working to diagnose problems and implement fixes * Analyse requests to identify user competency, business process or system weaknesses and give recommendations for improvements * Investigate and analyse issues, identify causes and lead in the delivery of solutions   **Salesforce Maintenance**   * Manage Salesforce environments including development, pre-production and production * Manage Salesforce deployment process * Manage Beyond Blue’s Salesforce backup and restore process * Complete bulk imports and updates of data using Dataloader Apex or .io and other data load tools * Perform regular login history audits to spot any user lockouts, excessive login errors, and unexpected IP addresses * Setup Audit trail for changes, additions and deletions made on a weekly basis * Refresh Sandbox and Development environments as per schedule * Complete regular internal Salesforce system technical audits and prepare for Salesforce schedule upgrades. * Prepare and document Salesforce apps and packages updates impact on Beyond Blue Salesforce instance   **System Knowledge**   * Act as the subject matter expert on integrated applications and solutions * Attend appropriate and approved Salesforce events, view webinars and read other online material to stay up to date with Salesforce technologies with a view to describe how new technology may assist Beyond Blue’s CRM program * Research, evaluate and recommend new technologies to support the growth and strategic direction of the organisation, minimising of risk and improvements to performance and reliability   **External Relationships**   * Triage requests and liaise with internal Beyond Blue teams and external vendors to support and administer the system * Build strong working relationships with key business stakeholders and selected solution providers   **Project Support**   * As required support Salesforce projects in the development and documentation of system changes and enhancements * Lead solution engineering for the delivery of projects with internal Beyond Blue staff and external third parties   **Testing**   * Review and update requirements/user stories and provide test estimates for Beyond Blue’s Salesforce system * Develop and execute manual test cases against business system platforms * Prepare complex test data * Develop, review and maintain test documentation * Identify, document and manage defects through to resolution * Manage test environments * Perform regular quality assurance checks of Salesforce identifying and addressing issues * Contract an accredited organisation to perform yearly penetration tests   **Training**   * Plan, create and conduct Salesforce essential training on a 1-to-1 or small group basis * Collaborate with department SME’s to develop department specific training modules * Promote the adoption of Salesforce together with the CRM Program Manager across the business and encourage best practice   **Other**   * Other duties in line with Beyond Blue’s IT operations may be assigned from time to time * Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives * Willingness to commit to and work in line with the Beyond Blue Values | | | | |
| **Key behaviours** |  | *Based on our new ways of working, consider which of the following are relevant to the role:*   * We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work * We collaborate to provide solutions and options for feedback * We actively listen, and communicate openly and transparently * We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions * We build relationships externally and partner with key external stakeholders for the benefit of the community | | | | |
| **Qualifications and key selection criteria** |  | **Education /Qualifcations**   * A Bachelor’s or Postgraduate degree in Information Technology (IT) / Information Systems (IS) or an Engineering or Business degree with a heavy focus on IT/IS is required * Salesforce Certified Administrator   **Knowledge/Skills/Experience**  Essential   * Minimum of 5 years of work experience in Salesforce administration and managing Salesforce level 1 support. * Proven experience providing user support * Excellent communication skills and a helpful manner * Ability to work autonomously and effectively under pressure and strong attention to detail * General IT knowledge with an intermediate understanding of Windows based Operating Systems and Microsoft Office * Knowledge of IT security and governance processes * Strong reporting skills and the ability to identify and report on system bugs * Salesforce Dataloader IO experience * Salesforce APEX code experience   Desirable   * MS SQL Server experience * Hands on experience of Windows environments including: * Windows 10 EUC deployments * Office 365 & MS Exchange | | | | |
| **Core Capabilities** |  | *Community voice​* | | | Capture community insights, ensure community insights inform our work, test we are having ​ | |
| *Community awareness & system change​* | | | * Shift to a community centric way of operating, with the community and the need for system change informing how we work​ | |
| *Digital Capability Big Blue Door delivery​* | | | * Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data. ​ | |
| *Agile Leadership​* | | | * Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture. ​ | |
| *Sustainable & diverse funding sources and supporting social impact​* | | | * Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.​ | |
| *Best governance and demonstrating impact* | | | * Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters. | |
| *Partner strategically for maximum impact​* | | | * Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful. | |