



Senior Salesforce Administrator POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title: Senior Salesforce Administrator	Location: Frenchs Forest
Group: Business Solutions	Reports to: Business Solutions Manager

Organisation Purpose

A different brilliant® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Position Purpose

As part of a team of Business Solution professionals, this position carries out support, requirements gathering and configuration of Aspect's highly customised implementation of Salesforce.

This is a critical role, primarily focussing on:

- Providing 1st / 2nd Level Business As Usual (BAU) support of Aspect's Salesforce implementation
- Identifying, diagnosing and resolving technical problems

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Salesforce Technical Support	<ul style="list-style-type: none"> • Identifying, diagnosing and resolving technical problems • Making recommendations on best practices for using Salesforce • Map business requirements to system requirements, understanding the technical depth of the project and providing functional and technical direction to the Business Solutions team • Handling administrative functions for all systems including user account maintenance, reports and dashboards • Adding objects/fields, Adding tabs/apps, Creating profiles/permission sets, Work flows, Triggers, Dashboards, Reports, Validation rules, Email templates and Page layouts/record types • Ensure the ongoing performance and functioning of Salesforce including release testing • Proactively identify opportunities to improve user satisfaction. Research reported system issues and provide recommendations for replacing or improving ineffective processes, and make suggestions for new ones. 	<ul style="list-style-type: none"> • Users are able to utilise Salesforce to meet Aspect's business requirements • Best Practices are implemented for Salesforce • Salesforce is kept up to date with the environment and strategic business requirements • Enhancements are delivered on time, defect free • Identify inefficient processes and implement system improvements
Data Quality	<ul style="list-style-type: none"> • Develop reports, dashboards, workflows and processes to continuously monitor data quality and integrity • Maintain data quality, supporting efforts including data loading, record de-duplication, and related tasks • Monitor assess and report on Salesforce system health and usage. Identify system improvements 	<ul style="list-style-type: none"> • Establish best practices for data management • Detection and correction of data errors • Ratio of data errors is kept low (including missing, incomplete or redundant entries) • Data transformation errors are low
Salesforce Training and Support	<ul style="list-style-type: none"> • Create and maintain thorough, up-to-date, functional and technical systems documentation • Support front end users with expertise and resolve issues via the Aspect Helpdesk • Conduct training sessions with stakeholders and end users 	<ul style="list-style-type: none"> • Staff are able to successfully use Salesforce environment following Salesforce training • Staff feel supported and confident in their use of Salesforce • Quick response time for resolution of Helpdesk tickets

Other systems	<ul style="list-style-type: none"> • Provide support to end users of other systems within Aspect, including but not limited to Education software, Swift and Survey Monkey. 	
Relationships	<ul style="list-style-type: none"> • Strong professionalism and interpersonal skills with internal and external stakeholders 	<ul style="list-style-type: none"> • Positive feedback from internal and external customers
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure 	<ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training
Work Health and Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health and safety 	<ul style="list-style-type: none"> • Work, Health & Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

PART B: POSITION CRITERIA

Qualifications and experience	<ul style="list-style-type: none">• Computer Science or IT degree• Salesforce Administrator (ADM201) and Senior Salesforce Administrator (ADM211) certified• A minimum of three years' experience as a Salesforce Administrator with configuration experience in service cloud• Strong understanding of Salesforce out of box capabilities• Experience using Field Service Lightning (desired)• Experience using XML, CSV file knowledge (required)• Experience integrating Salesforce with external systems• Salesforce communities experience desirable• Experience with Conga Composer desirable• Excellent verbal and written communication and documentation• Entrepreneurial & Business acumen• Must be team focused, excellent communicator and collaborative• Demonstrate a service-orientated approach and a positive attitude
Job requirements (essential)	<ul style="list-style-type: none">• National Police Check (NPC) appropriately cleared• Working with Children Check or equivalent state clearance

PART C: APPROVED BY

Position Approved by: Chief Financial and Information Officer (Date) _____

Name: _____ (Date) _____