



Job Description: Salesforce Analyst

POSITION TITLE: Salesforce Analyst NZ

REPORTS TO: Engineering Manager

DATE: 05/09/2017

SCOPE OF THE ROLE

Administration of Force.com platform based systems (Sales Cloud, Service cloud, Microsoft Dynamics and Supply Chain Module, plus any additional/new systems)

RESPONSIBILITIES

First line user support.

Documenting user stories, solutions to technical and non-technical audience.

Ticket and task triage using JIRA (or similar case management tool) from user email requests. User troubleshooting being able to identify correct course of action

Tasks from triage Jira's routed to correct Jira board for teams to complete following the teams agreed protocols.

Salesforce Admin and support tasks based on the Jira tickets and following agreed priority and rankings.

Types of tasks will include but not be limited to :

Configuration - New product set ups, role profiles, fields and layouts, workflow rules and basic coding.

Reports and Dashboards – Building and change requests

UAT, User Training and System updates

User administration and licensing

Must use chain sets and manage daily release and release notes of updates following the teams agreed process.

Maintaining knowledge on Force.com applications and using knowledge repositories such as Confluence to record relevant system and product information including implantation and licensing information.

COMPETENCIES

- Proven problem solving skills



	<ul style="list-style-type: none">• Can do attitude• Excellent communication skills – oral and written• Documentation skills – testing and procedures• Must be prepared to act as a partner to the EROAD user community and work proactively with them for high performance outcomes• Strong customer service skills and culture
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Resilient• Analytic• Approachable
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Salesforce experience, or system administration experience is preferred.• Salesforce ADM201 is preferred.

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.