

## Position description

<b>Position title</b>	Salesforce Developer
<b>Group / Branch</b>	Finance and Digital / Business Technology Services (BTS)
<b>Reports to (Title)</b>	Developer Lead
<b>Competency level</b>	Individual Contributor

## Job Purpose

The Salesforce Developer undertakes the design, development, and deployment of software applications, providing technical leadership and guidance to both internal and external stakeholders.

The Salesforce Developer is responsible for the development and enhancement of complex software applications and solutions, using a range of technologies across the Salesforce platforms.

As a Salesforce Developer, you will be delivering on custom Salesforce development projects, micro projects and BAU releases which will help drive the development and delivery of technical solutions on the Salesforce platform. You will also support other Salesforce Developers and Administrators, conducting design/code reviews and providing expert domain knowledge and advice.

The Salesforce Developer will be required to work across multiple groups supporting, improving, developing on and enhancing South East Water's technologies and platforms whilst working on several concurrent projects and work items. The Salesforce Developer will also provide services for internal customers (and occasionally to other water authorities) to enable them to make the best use of South East Water software applications to achieve their business goals.

## Key Accountabilities

The Salesforce Developer responsibilities are:

- Supporting South East Water's critical CRM system (Salesforce) and dependent applications, interfaces and services. This is via the investigation, prioritisation and resolution of support requests, minor incidents as well as providing support during major issues / incidents
- Providing technical support to all areas of IT including project managers and application/development teams in the delivery of projects, application releases and development activities.

- Design and build Salesforce technical solutions with the support of the Salesforce Architect, Technical Lead and Senior Developers including Lightning Web/Aura Components, Visualforce, Apex and Flows, adhering to SEW and Salesforce best practices
- Participate in improving current processes around development, deployments, and standards.
- Keeping up to date with new Salesforce seasonal release functionality and capability, vulnerabilities, and events.
- Document solution designs and technical solutions
- Implement integrations with other products/platforms using SOAP and REST web services
- Support the deployment of changes to the South East Water environments, assist in managing developer releases and execute deployments across squads when required.
- Salesforce innovation, thought leadership, relationship management and process improvement to improve Salesforce adoption
- Support a peer review practice within the Salesforce team
- Actively driving own technical skill development through completion of relevant Salesforce TrailHeads and attaining / maintaining Salesforce certifications appropriate for the role along with upskilling on Salesforce AI and Chatbot products.
- Maintain knowledge and technical skills on relevant/related technologies such as Amazon Connect.
- Provide knowledge and guidance for external Salesforce contractors on South East Water implementations and solutions.
- Provide guidance and implementation for uplifts in customer experience.
- Provide support during Hypercare periods and also be a part of production incidents triage.

## Knowledge, Skills and Experience

At South East Water, our Business Technology Solutions group are guided by the Australian Computer Society SFIA Skills Framework. Below is a high-level overview of the expected SFIA skills and level for this role:

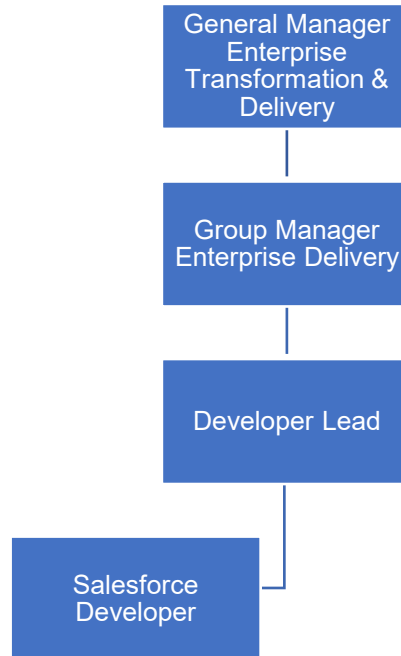
SFIA skill	SFIA level
Application support	3 to 4
Problem management	4 to 5
Database design	3 to 4
Programming/software development	4 to 5
Systems design	4
Testing	3
Release and deployment	3 to 4
Quality assurance	3 to 4
Information content publishing	3 to 4
Information security	3 to 4

Highest level of skills required to perform at a competent level is SFIA Level of Responsibility - **Level 4 (Enable)**

- Degree-level qualifications in Information Technology or related area are desirable. Also Salesforce certifications such as Administrator, Developer, Sales/Service Cloud, Advanced Administrator are advantageous
- 4-5 years IT experience with a degree with at least 4 years experience in Salesforce applications development (including web applications) using technologies such as developing Visual Force pages using Force.com and Apex (Apex Triggers, Apex Classes, Apex Web Services, email services), Lightning web/aura components, object and field creation, Flows, Process Builder, workflows, scheduled Apex, Profiles, Permission sets, Report and dashboard creation, Email-to-Case, Salesforce Sites, Live Agent, Service Console
- Proven ability to work in a complex Salesforce environment, using problem solving skills to determine root cause.
- 1-3 years' experience in solution design.
- Experience in code management and source code branching using Git
- 3+ years' experience in HTML5, JavaScript, CSS, jQuery, JSON, and XML
- Experience in developing solutions based on solid UX/UI specifications.
- Integrate Salesforce with external systems using SOAP / REST web services
- Creating web services within Salesforce
- Salesforce Sites, Live Agent, Service Console
- Salesforce data loaders (e.g. Dataloader and Workbench)
- Experience and knowledge in software development practices including SDLC, waterfall and Agile.
- Have a high level of autonomy and ability to determine short-term priorities.
- Knowledge on best practice, policies, and governance of enterprise software management.
- Excellent written and verbal communication being able to explain complex solutions to technical and non-technical stakeholders.
- Ability to work closely with a team of Architects, Practice Leads, Technical leads, Developers and Business Analysts from different disciplines
- Experience with Salesforce Marketing Cloud (Exact Target) would be an advantage.
- Experience with Salesforce Data Cloud.
- Experience with AWS Amazon Connect
- Experience with Microsoft Azure DevOps
- Experience in developing POC for validation.

## Dimensions

### Organisational Chart



## Appendices

A) **Non-Technical Competency Pipeline**

A range of competencies have been identified that relate to success at South East Water. These competencies may be behavioural, technical, an attribute or an attitude.

B) **Things We Value**

Our values are what help define us, shaping the actions and decisions we make. Our values are something that everyone at South East Water can stand by.

C) **Our core activities - ACES strategic framework**

Underpinning our strategic objectives are our core activities, categorised within the Assets, Customer, Employees and Sustainability (ACES) framework. When integrated across our strategic planning framework, this creates a balanced view of our business activities.

D) **liv it – Safety Essentials**

At South East Water we believe safety and wellbeing are not just important, they are absolutely essential.

### Number of people managed:

Not applicable

### Size of budget managed:

Not applicable

### Value of Assets managed:

Not applicable