

## **Salesforce Administrator**

Reports to        IT Operations Manager  
Band Level        Band TBC, Enterprise Agreement 2018

### **Position Summary**

The Salesforce Administrator is responsible for supporting HealthShare Victoria's implementation of Salesforce in line with IT policies, processes, and governance structures. The role reports to the IT Operations Manager and provides support and development of improvements in collaboration with various business stakeholders. The Salesforce Administrator will combine an inquisitive attitude with the ability to communicate outward in both technical and non-technical manner.

### **Specific Duties and Responsibilities**

#### **Salesforce Administration**

- Provide administration, configuration, and enhancements in relation to Salesforce.
- Develop, monitor, and maintain all Salesforce workflows and processes and improve as required
- Provide second & third level support & troubleshooting to internal users.
- Co-ordinate and perform implementation of changes and upgrades.
- Monitoring of Salesforce to ensure on-going availability and capacity for all corporate systems.
- Adhere to IT change control process across all environments.
- Form part of team evaluation expanded role of Salesforce within the greater organisation.
- Work with interest groups to surface ideas for improvements.
- Investigate and resolve incidents and problems in relation to Salesforce.
- Liaise with external vendors as required.
- Maintain operational support guides, user guides, tips and other technical documentation.

#### **Leadership**

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, with key stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.

#### **HSV Values and Cross Functional Collaboration**

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV core values; Customer Centric; Accountable; Respectful; Solutions-focused and Open.

## Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a manager or the IT Operations team.

While the principal duties of this position are as above, the post holder may be required to undertake other duties from time to time.

## Qualifications and Experience Required

### Academic

- A relevant Information Technology qualification.

### Experience

- Proven experience working in a technical environment and providing IT application support.
- Advanced Salesforce administration experience (certification preferred) and at least 3 years working experience.
- Knowledge of integrations between Salesforce and other systems.
- Hands-on experience with Salesforce Reports and Dashboards.
- Experience with providing end user training.
- Experience working in a corporate environment, preferably in government or healthcare.

### Personal

- Excellent interpersonal, communication and presentation skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence and strong written communication skills.
- Strong problem-solving skills, focus, persistence and a positive outlook to ensure work is completed and outputs are of the appropriate quality, and accuracy.
- Ability to manage and prioritise multiple concurrent tasks and meet tight deadlines as required to meet business needs.
- Ability to work in both a collaborative and autonomous manner.
- A high level of personal integrity.