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| **Position Title** | Salesforce Administrator |
| **Group/Portfolio** | Digital Solutions |
| **Classification** | HEW 8 |
| **Position Number** | 00058839 |
| **Reports To** | Product Manager – Student Experience  |
| **Employment Type** | Continuing |

## Position Purpose

## Digital Solutions is a value-driven strategic IT partner focused on delivering leading digital experiences for our Students, Colleagues and Community. We work within a contemporary operating model and are modernising our technologies and ways of working to create value and build a digital future for Griffith.

## The Salesforce Administrator ensures continued successful operation of technology platforms, minimising any disruptions that can impact client experience. They are accountable for ensuring high availability, resilience and security of platforms as well as business operations / services; incorporating automation to reduce repetition. They perform operations activities for platforms such as managing availability, capacity, service levels, support, upgrades and patching. Provide support to development and implementation through testing; systems integration, configuration and installation; and post implementation support. They actively contribute to the ongoing continual improvement of Platform Engineering practices, methods and tools.

## 2.0 Eligibility Requirements

* + - The occupant of this position will hold relevant postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience.

## 3.0 Key Responsibilities

* + - **Specialist advice.** Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.
		- **Systems development management.** Defines systems development projects which support the organisation's objectives and plans. Selects, adopts and adapts appropriate systems development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Ensures that senior management is both aware of and able to provide the required resources. Facilitates availability and optimum utilisation of resources. Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed architectures, standards, methods and procedures (including secure software development). Develops road maps to communicate future development activity.
		- **Systems design.** Designs components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology. Identifies and evaluates alternative design options and trade-offs. Creates multiple design views to address the concerns of the different stakeholders of the architecture and to handle both functional and non-functional requirements. Models, simulates or prototypes the behaviour of proposed systems components to enable approval by stakeholders. Produces detailed design specification to form the basis for construction of systems. Reviews, verifies and improves own designs against specifications.
		- **Programming/software development.** Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Applies agreed standards and tools, to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work.
		- **Testing.** Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards. Records and analyses actions and results and maintains a defect register. Reviews test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Provides specialist advice to support others.
		- **Systems integration and build.** Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing. Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. Recommends and implements improvements to processes and tools.
		- **Availability management.** Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
		- **Capacity management.** Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service. Contributes to capacity modelling and planning. Supports the design of service component capacity.
		- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
		- Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).