

# Job Description

## Salesforce Engineer

|                       |   |
|-----------------------|---|
| <b>Department</b>     | Fundraising and Technology  |
| <b>Reports to</b>     | Engineering Lead  |
| <b>Direct Reports</b> | Nil - <i>works closely with contractors, interns and volunteers</i> |
| <b>Grade</b>          | Grade 6   |
| <b>Status</b>         | Permanent, Full-time  |
| <b>Location</b>       | Based in Sydney   |

### Role Purpose

The Salesforce Engineer role sits in the Greenpeace Australia Pacific (GPAP) Creative and Technology team, and is responsible for providing in-house Salesforce capability through building systems and software. This role allows GPAP to accomplish our mission with a focus on our Salesforce CRM. As part of the GPAP Engineering team, the role exists to amplify the work we do by ensuring all our software systems work together seamlessly, and develop good relationships with our Salesforce users thereby allowing staff from across the office to get the most out of the tools we have.

The Salesforce Engineer also needs to keep a keen eye out for new systems or tools that can improve our ability to win a just and healthy planet: anything that increases our impact. This role is part of the engineering team who are collectively responsible for all of our technology needs, ranging from databases and data warehouses.

### Greenpeace Mindset

Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.

### Key metrics

Salesforce support and solutions

## Role Responsibilities

### Salesforce support and solutions

| Key Metric   | How Success is Measured  |
|--|--|
| <b>Effectively managed the design, implementation and administration of customised Salesforce solutions and provided ongoing support &amp; communication</b> | <ul style="list-style-type: none"><li>• Design and implement customised solutions in Salesforce to support key functions of the organisation</li><li>• Facilitate daily administration and support of our Salesforce CRM such as upgrades, documentation and training</li><li>• Managing Salesforce resources including licenses, application storage usage and API usage</li><li>• Design, build, test, monitor and integrate third party software solutions with the assistance of Engineering Lead, typically working with RESTful API endpoints.</li><li>• Champion good data hygiene within the organisation</li><li>• This is a people-facing role: you will be expected to be able to work with staff from different departments to understand their problems, work collaboratively with them to implement solutions, then review and improve upon those solutions.</li><li>• The systems you build will be user and/or public facing, so ensuring that the communication (both copy and design where relevant) in these systems is of high quality and consistent with our messaging.</li><li>• Conduct code reviews with other team members</li><li>• Design data models, software architecture and address data synchronisation problems</li><li>• Build reusable and readable code for future use</li><li>• Optimise systems and processes for our scale</li><li>• Be defensive in the code you write and the systems you define</li><li>• Fix bugs</li><li>• Provide training or workshops as needed</li><li>• Improve existing salesforce implementation</li><li>• Ensuring salesforce users are comfortable and happy using the system</li><li>• Develop good relationships and communication with salesforce users.</li></ul> |

### Compliance with Framework Conditions

| Key Metric  | How Success is Measured   |
|---|---|
| <b>Was compliant with Greenpeace policies and did not bring Greenpeace into disrepute</b> | <ul style="list-style-type: none"><li>• Abide by Greenpeace Australia Pacific Code of Conduct and related Integrity Policies</li><li>• Ensure that your personal or campaign activities will not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Creative and Technology Director).</li></ul> |

## Role Requirements

### Knowledge

- Strong knowledge of web development paradigms, especially RESTful API consumption and design
- Understanding of modern (web) development languages: Probably Javascript (NodeJS), Go or Python, but relevant experience could include PHP, Java or Ruby
- SQL knowledge: JOIN, UNION, COALESCE, and WITH should all be familiar.
- Trello, Jira, Slack, and Github are our tools of choice, so you'll need to be comfortable there
- Salesforce platform (capabilities, configuration, code, Apex)
- Programming

### Skills

- Developed pages and components in Visualforce
- Working in a continuous integration / continuous delivery environment
- Understanding of git, particularly with GitHub. How to use it, branching models and how pull requests work are all essential
- Basic algorithms and data structures. You know the difference between objects and arrays, what hash tables are, and basic Big-O analysis
- Demonstrated test driven approach to development and an understanding of testing methodology

### Experience

- At least two (2) years' experience working in software development, predominantly web or cloud based
- At least two (2) years' experience with Apex and programming in Salesforce
- Proven recent experience working on the Salesforce Platform
- Experience and desire to work in an agile environment
- Worked with ETL systems and the automation of them
- Past programming experience

### Employee Commitment

Signature:

Date: