

Job Description

Job Title:	International Salesforce Support Specialist
Location:	Europe
Address:	175 Tower Bridge Road, London SE1 2AG
Hours:	Full time, 35 hours per week (possible flexibility)
Unsocial Working:	The role may occasionally require travel to our London office, or for meetings (domestic and international), and therefore requires a flexible approach to working.
Responsible to:	International Salesforce Developer and Product Owner
Line Management:	None
Salary:	Circa £36-42k GBP dependent on level of skills and experience
Key Relationships:	<ul style="list-style-type: none">• Salesforce Champions team• Salesforce Stakeholders team• International Chief Information Officer (CIO)• IT Support Programmer• Salesforce Project Manager (contract)• IT Support team• Digital team

Context

Mission Without Borders is an international Christian organization serving the spiritual, educational, emotional, and material needs of those suffering poverty or oppression in Central & Eastern Europe. We respect the dignity of the individual and help develop self-sufficiency and a sustainable future. We serve people without regard to their religion or ethnic background.

Mission Without Borders International leads and co-ordinates the work of six countries in Eastern Europe where we carry out our project work, and 12 countries where we raise support. An international staff team supports this work in terms of community development, best practice, fundraising, communications, finance, Digital, and IT.

The Mission is seeking a Salesforce Support Specialist to join the newly formed Salesforce team and support the organisations Salesforce needs for its 350 staff across 18 countries.

Our IT strategy aims to strengthen, upgrade, simplify, and replace our ageing IT infrastructure as well as significantly improve organisational efficiencies and improve business intelligence through better data and improved insights. As well as implementing Salesforce for donor management, we wish to extend its capabilities further, replacing numerous other systems and services at Mission Without Borders.

The primary governing body of MWB International is the International Board. There are also national boards at each country level. This position is within MWB International.



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Purpose of Job

The International Salesforce Support Specialist focuses on three key areas; Salesforce Administration, training, and process documentation.

As a Salesforce expert and product champion, the post holder will be the first point of contact for Salesforce support and training across all staff in all 18 countries. They will triage incoming tickets, provide support, fix problems, make configuration changes, and work closely with the *Salesforce Developer and Product Owner (SDPO)* to manage change requests.

With significant stakeholder engagement, they will be responsible for developing a staff training programme for all countries and delivering both routine and ad-hoc training for new employees, new processes, feature changes, and upgrades.

Process documentation will need to be created for new, modified, and existing Salesforce/business processes along with details of third-party integrations and submitted change requests.

The role sits within the International Salesforce team, led by the *SDPO*. The team's purpose is to be guardians of the organisations data and processes, supporting the rollout, maintenance, and extension, of our Salesforce platform and services. The *SDPO* reports to the International Chief Information Officer (CIO), who is responsible for leading MWB's digital transformation and ensuring the successful implementation of several new digital, IT, and Salesforce initiatives.

Salesforce Admin:

- Triage all incoming Salesforce support tickets and requests from staff across all 18 countries
- Provide 1st and 2nd level support, fixing problems and escalating issues as necessary
- Manage users, access, permissions, and licenses
- Implement Salesforce configuration changes and change requests, working closely with *SDPO*
- Support requirements gathering for change requests and new functionality
- Help the *SDPO* to maintain the product backlog
- Develop a clear understanding of the Mission's vision for Salesforce
- Suggest ways to improve our config/org
- Develop a detailed understanding of organisational needs and varying requirements in different countries
- Allocate time to keep on top of the latest developments and innovations of the Salesforce platform, flagging those which may bring added value
- Maintain a roadmap of upcoming Salesforce releases, new features and technology changes
- Stay ahead of changes in the pipeline, preparing us for new releases ahead of time
- Come up with new ideas to improve the Missions Salesforce product, meet organisational needs and further its goals

Training:

- Develop Salesforce training programmes for each country, accommodating variances in different countries processes
- Deliver regular and ad-hoc online training (occasionally in person) for new employees and existing staff refresher sessions
- Provide new training sessions on the release of new features or implementation of new processes, to ensure staff get maximum benefit from the latest changes
- Create training materials and reference documentation to support training sessions
- Undertake regular surveys at the end of each training session to determine impact and shape future sessions



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Process documentation:

- Document new and existing processes within our Salesforce org
- Create data flow diagrams to show passing of data within Salesforce and any third-party systems or services
- Keep documentation up to date as changes are made to our configuration, new features are added, or new releases go live

Collaboration:

- Develop a strong rapport with key stakeholders, in particular, the Salesforce champions
- Engage regularly with end-users, listening to their changing needs and requirements
- Work with stakeholders to refine existing processes, or establish new ones, improving efficiencies wherever possible
- Contribute to Salesforce Stakeholder meetings, updating on progress, inviting requests for improvement, helping to define problems, and proposing potential solutions
- Monitor and report Salesforce KPI's to the *SDPO* and other stakeholders
- Send out regular stakeholder surveys and monitor user adoption
- Work closely with the *SDPO*, IT Support Programmer, Salesforce Project Manager, developers, and any other Salesforce resources we work alongside (internal or external)

General:

- Maintain high data quality standards
- Adhere to agile working practices
- Adopt industry-standard best practices
- Escalate issues to the *SDPO* or *CIO* as appropriate
- To carry out any other duties as may reasonably be required by the *SDPO* or *CIO*
- To take every opportunity to raise support for MWB
- To actively raise the profile of MWB and to participate in the wider life of the organisation
- Attend, participate and contribute to MWB conferences if required, some of which may be overseas

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Educated to relevant degree level or equivalent, or qualified by experience• Salesforce certified administrator	<ul style="list-style-type: none">• A degree in computer science or related discipline• Additional Salesforce certifications
Experience	<ul style="list-style-type: none">• Proven Salesforce Admin experience• Significant stakeholder and end-user management experience• Extensive experience within a support environment• Strong customer service experience• Experience of supporting Salesforce integrations and technologies	<ul style="list-style-type: none">• NPSP experience• Supporting Salesforce across multiple countries and cultures• Findock payment platform• Experience supporting organisations rolling out Salesforce from legacy CRM's• Supporting Salesforce App's



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Knowledge	<ul style="list-style-type: none"> • A strong working knowledge of Salesforce • Knowledge of Sales and Service Cloud • Salesforce standards and best practice 	<ul style="list-style-type: none"> • NPSP • Knowledge of agile methodologies and working practices
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Excellent problem solver and ability to think logically • Excellent trainer and facilitator • Excellent stakeholder management skills • Excellent listener who takes time to understand the perspectives of others • Ability to prioritise a range of tasks • Solution focused, with an ability to spot problems and propose solutions 	
Personal qualities	<ul style="list-style-type: none"> • Empathetic • Patient • Adaptable • Team player mentality 	