



Business Technology (BT) Systems Specialist Apprenticeship Opportunity

Salesforce, the Customer Success Platform and world's #1 CRM, empowers companies to connect with their customers in a whole new way. The company was founded on three disruptive ideas: a new technology model in cloud computing, a pay-as-you-go business model, and a new integrated corporate philanthropy model.

These founding principles have taken our company to great heights, including being named one of Forbes's "World's Most Innovative Company" five years in a row and one of Fortune's "100 Best Companies to Work For" eight years in a row. We are the fastest growing of the top 10 enterprise software companies, and this level of growth equals incredible opportunities to grow a career at Salesforce. In 2021, Salesforce was voted one of Ireland's Best Workplaces in Tech.

Together, with our whole Ohana (Hawaiian for "family") made up of our employees, customers, partners and communities, we are working to improve the state of the world.

System Specialist Apprentice at Salesforce:

As an System Specialist apprentice, you will have the opportunity to work on the Salesforce platform and see the capabilities it has. You will be part of a team that ensures that the Salesforce platform is up and running for our Salesforce employees. In this role, you will help resolve important and high visibility production issues; come up with innovative solutions and automation for the current manual work that the team performs. The successful candidate must be analytical, curious to understand what is behind the problem, agile, and able to support multiple priorities.

Your Impact:

- Can understand how the applications that are built perform when they are put in for a real test in front of thousands or users.
- Opportunity to innovate solutions that can solve people problems with technology.
- Resolve issues in a timely manner for applications in production.
- Perform all tasks related to the day-to-day operations of several large implementations of Salesforce including managing user access and sharing model.
- Maintain updated system documentation and Salesforce policies/procedures.
- Actively transfer knowledge throughout the organization, participate in knowledge sharing projects to develop best practices, and lead knowledge sharing sessions.

ICT Associate Software Development Apprenticeship Route

Who are we looking for?

- Good analytical skills and curiosity
- Research skills and resourcefulness, strong technical problem-solving skills, with an ability to troubleshoot complex application issues.
- Willingness to learn and master unfamiliar technologies and/or concepts.
- Understanding of business processes and ability to translate business requirements into application functionality.
- Proficient written and oral communication skills.
- Ability to engage with emotional intelligence as required to avoid conflicts with customers based on personality differences and to make suggestions in a manner that is more likely to result in the desired outcome.
- Strong team player with a service-oriented attitude and customer focus

About the Salesforce Apprentice Program:

The program will run in collaboration with Fast Track into Information Technology for two years and will provide you with the experience and knowledge to become a proficient network engineer. The responsibilities listed below are a sample of the work our team leads. They provide an insight into the range of roles we are looking for our apprentices to work towards and the competencies you will acquire over the two years.

Location:

- Applicants must live within a reasonable commuting distance to Dublin.

Posting Statement

By applying to this position you agree to your CV being shared with Salesforce UK.

At Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more. Learn more about Equality at Salesforce and explore our benefits.

Salesforce.com and Salesforce.org are Equal Employment Opportunity and Affirmative Action Employers. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Salesforce.com and Salesforce.org do not accept unsolicited headhunter and agency resumes. Salesforce.com and Salesforce.org will not pay any third-party agency or company that does not have a signed agreement with Salesforce.com or Salesforce.org.

Salesforce welcomes all.