



## **Business Technology (BT) Techforce 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.

### **Techforce Analyst Apprentice at Salesforce:**

Techforce Analyst Apprentice responsibilities include providing onsite support to our employees. In this role, you will provide remote and local IT and desktop support by troubleshooting, diagnosing, installing and configuring a variety of hardware and software. You will also assist in application support issues, such as access provisioning and various app configuration changes.

As a Techforce Support Apprentice Specialist, you exhibit a high level of professionalism in providing excellent customer service and exercising sound judgement to provide timely resolution of problems. Apprentices will work alongside a team based onsite and global. Participating in building our team culture and supporting our employees. You will maintain in-depth knowledge of all desktop systems, applications, and technology.

## **ICT Associate Software Development Apprenticeship Route**

### **Who are we looking for?**

- Capacity to provide outstanding customer service to Salesforce employees.
- Motivation to develop basic knowledge of TCP/IP networking support and troubleshooting.
- Willingness to learn how to troubleshoot a variety of applications (Microsoft Office, Gapps, Browsers, Salesforce.com, etc.).
- Learn, understand and adhere to security policies and corporate best practices.
- Ability to partner with senior members of the team to learn new skills, ask for help, and escalate as needed.
- Work in a fast-paced queue of support requests, driving all issues to resolution with a strong focus on customer satisfaction and efficient task execution.
- Current working knowledge of PC, Mac and mobile devices (iPhone/iPad, etc.), hardware/software and general technology trends.

### **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.