

# **Applicants must make their application on FIT.ie. It is imperative that applicants select the correct programme choice on the FIT application portal when completing the application and filling out their pertinent details. Applicants should choose the Course Location “Dublin”, Course Preference “Software Development” dropdown and input “Salesforce Provisioning Analyst” in the “What area of IT are you particularly interested in” field.**

# **Provisioning Analyst Apprenticeship - Dublin**

Salesforce, the Customer Success Platform and the 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. 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.

**Provisioning Analyst**

As an Apprentice in the Business Technology (BT) Provisioning team, you will primarily focus on asset management, with a secondary focus on new hire client provisioning, end-of-life swaps, and the secure disposal of assets. In this role, the right person will exhibit a high level of professionalism in providing excellent customer service and exercising sound judgment to meet all SLA’s outlined for each service.

The hire will work alongside a team based onsite in Dublin Ireland and globally. Participating in building our team culture and supporting our Ohana. You will maintain in-depth knowledge of all desktop systems, applications, and technologies.

**Role:**

* Ability to provide outstanding customer service in all aspects of the role, New Hires, End of Life Swaps, Break/Fix, Repairs, and Asset returns
* Hardware provisioning, imaging, troubleshooting, for laptops (Apple, Dell & HP), desktops (HP)
* TCP/IP networking support and troubleshooting of a corporate user and remote user environment with LAN, WAN, and VPN implementations globally
* Troubleshooting of provisioning issues related to client builds
* Understanding and adhering to security policies and corporate best practices
* Document case status and provide updates to management and end-users
* Develop, document, and maintain standard operating procedures, best practices and customer service guidelines
* Work with HAM, Techforce (Helpdesk), Infrastructure Operations, Systems Engineering, IT NOC, Security, and other teams to identify and resolve escalations and optimize processes

During this experience, you'll be part of a wide apprentice community; spanning across Dublin and London, and across a variety of business units and roles. You'll also have access to a broader group of people that will support you throughout to develop both personally & professionally. 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 software developer.

**What are we looking for?**

We are looking to hire individuals that have a demonstrable desire towards continuous learning, resilience to overcome an obstacle with a positive attitude and a passion for understanding technology.

Below are some of the skills we expect Provisioning Apprentices to demonstrate:

* Partnering with senior members of the team to learn new skills, ask for help, and escalate as needed
* Ability to work in a fast-paced queue of provisioning requests, driving all issues to resolution with a strong focus on customer satisfaction and efficient task execution
* Current knowledge of PC, Mac and Linux, hardware/software and general technology trends
* Excellent verbal and written technical documentation skills
* Strong research and problem-solving abilities are required
* Must be self-motivated and able to work in a fast-paced environment

**What’s in it for you?**

* 25 days annual leave and additional 56 hours for volunteering - check out our 1/1/1 model
* Health insurance, dental insurance, travel insurance,vision benefit
* Monthly wellbeing reimbursement and Employee Assistance Programme (EAP)
* Pension package & Employee Stock Purchase Plan (ESPP)

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

### **Posting Statement**

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. Headhunters and recruitment agencies may not submit resumes/CVs through this Web site or directly to managers. Salesforce.com and Salesforce.org do not accept unsolicited headhunter and agency resumes. Salesforce.com and Salesforce.org will not pay fees to any third-party agency or company that does not have a signed agreement with Salesforce.com or Salesforce.org.