

#### **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 Techforce Analyst” in the “What area of IT are you particularly interested in” field.**

# **Techforce 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.

**Techforce Analyst Apprenticeship**

As an Apprentice in the Business Technology (BT) Techforce team, you will join our onsite and global colleagues, participate in building our team culture and support our employees. 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.

Our ideal candidate will exhibit a high level of professionalism in providing excellent customer service and exercising sound judgement to provide timely resolution of problems. You will be required to maintain in-depth knowledge of all desktop systems, applications, and technologies.

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 Techforce Analyst Apprentices to demonstrate:

* Capacity to provide outstanding customer service to Salesforce employees.
* 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.
* Willingness to learn how to troubleshoot a variety of applications (Microsoft Office, Gapps, Browsers, Salesforce.com, etc.).
* Motivation to develop an understanding of Audio Visual equipment and collaboration tools.
* Motivation to develop basic knowledge of TCP/IP networking support and troubleshooting.
* 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.

**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**

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