



Customer Centric Engineering Apprenticeship – Dublin

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 Customer Centric Engineering” in the “What area of IT are you particularly interested in” field.

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.

Customer Center Engineering Apprenticeship

Salesforce's Customer Centric Engineering (CCE) team delivers Customer Love by solving the toughest technical customer escalations fast and champions trust throughout Salesforce. CCE's have developer-level technical chops along with unparalleled troubleshooting and problem-solving skills. CCE's also have a strong desire to interact with customers, support engineers and management on high-profile issues critical to the long-term success of the company.

As an apprentice, you will have the opportunity to learn on the job with world class CCE's and actively contribute to our exciting mission to deliver ever more reliable and resilient solutions for our Customers. CCE's leverage cutting edge technologies to debug complex customer issues and automate operational tasks. You will have the opportunity to operate as a fully functioning member of the team and gain valuable real world experience, with the potential to secure a full time position following completion of your studies.

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?

Below are some of the skills we expect Customer Centric Engineering Apprentices to demonstrate:

- A keen interest in the world of software development
- Excellent analytical, conceptual and problem-solving skills
- Self-starting, proactive and organised, as well as being capable of long-term thinking
- Desire to learn and grow
- Excellent English communication skills - written and oral
- Strong interpersonal skills, a positive attitude and a customer service mindset – energetic, friendly, and patient

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](https://www.salesforce.org)