

Customer Centric Engineering Apprenticeship

- **Fixed Term & Temporary**
- **Ireland - Dublin**
- **Full time**
- **Posted 05 October 2023**
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Description

About Salesforce

We're Salesforce, the Customer Company, inspiring the future of business with AI+ Data +CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place.

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
- Health insurance, dental insurance, travel insurance, vision benefit
- Monthly wellbeing reimbursement and Employee Assistance Programme (EAP)
- Pension package & Employee Stock Purchase Plan (ESPP)

Location

- Applicants must live within a reasonable commuting distance to Dublin and must be willing to attend college in person.

Accommodations

If you require assistance due to a disability applying for open positions please submit a request via this [Accommodations Request Form](#).

Posting Statement

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 www.equality.com and explore our company benefits at www.salesforcebenefits.com.

[Salesforce](#) is an Equal Employment Opportunity and Affirmative Action Employer. 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](#) does not accept unsolicited headhunter and agency resumes. [Salesforce](#) will not pay any third-party agency or company that does not have a signed agreement with [Salesforce](#).

Salesforce welcomes all.