

TITLE	Salesforce Technical Lead / Architect
JOB FAMILY	Application Technology
GRADE LEVEL	5
PRIMARY FUNCTION	<ul style="list-style-type: none"> • Mid management level role in the enterprise applications implementation and maintenance group of the organization • This role will lead architecture development, solution design and technical development leadership for SFDC Implementations • Rather than relying on isolated approaches and outdated processes, you will play a pivotal role in developing and implementing integrated, innovative Salesforce solutions that address the core needs of our clients. • By harnessing the power of Salesforce's cutting-edge technology and your deep understanding of its capabilities, you will help businesses transform their operations, enhance their customer relationships, and ultimately, drive better outcomes for all stakeholders by to improving their end-to-end customer journeys, strengthening their brands and increasing customer loyalty
CORE JOB RESPONSIBILITIES	<ul style="list-style-type: none"> • Be a highly certified and recognized Salesforce expert. SFDC Sales and Service cloud Experience must have with minimum 3-4 Implementations. • Serve as a Trusted Advisor, drive conversations with our Enterprise Architects, Solution Architects, Developers and Business Stakeholders armed with best practices for enterprise architecture functions such as Security, Performance, Development Process, and Application Governance across the platform, including Marketing Cloud, Sales Cloud and Service Cloud. • Contribute to a program vision while advising and articulating program/project strategies on enabling technologies including the Force.com Platform. • Extremely good knowledge on Salesforce Integrations using APIS (REST and SOAP) • Provide guidance on application and integration development best practices, platform architecture standards, functional and technical solution architecture & design, environment management, testing, and Force.com Platform education. • Drive the creation of application and technical design documents which leverage Salesforce best practices and effectively integrate Salesforce into customer infrastructure. • Troubleshoot key implementation issues and demonstrate ability to drive to successful resolution. Lead evaluation of business and technical requirements from a senior level. • Review and correct project/program direction, approach and key artifacts to keep projects on track and solutions extendable and maintainable going forward. • Identification and pro-active management of risk areas and commitment to seeing an issue through to complete resolution. • Manage customer expectations; negotiate solutions to complex problems with both the business partners and the technology team. • Build relationships with business and technology partners, internal and external, and contributing to broader goals and growth beyond the scope of a single project. • Ability to design and implement complex Salesforce solutions that meet business needs, including experience with Salesforce CPQ (Configure, Price, Quote)

	<ul style="list-style-type: none"> • Knowledge of Salesforce best practices and design patterns, and the ability to mentor other developers in these areas • Proficiency with Agile development methodologies, such as Scrum or Kanban • Strong problem-solving and analytical skills, with the ability to troubleshoot complex technical issues and develop effective solutions • Excellent communication and teamwork skills, with the ability to effectively communicate technical concepts to both technical and non-technical stakeholders • Experience with middleware platforms such as MuleSoft, Dell Boomi, or Informatica, and the ability to design and implement complex integration solutions as well as Knowledge of web development technologies such as HTML, CSS, JavaScript, and jQuery, as well as experience with web application frameworks such as Angular or React • Familiarity with data migration tools such as Salesforce Data Loader or other ETL tools, as well as the ability to migrate data from legacy systems to Salesforce • Understanding of database concepts and experience working with SQL or other database query languages • Design and develop custom Salesforce solutions using Apex, Visualforce, Lightning, and other Salesforce technologies • Participate in the development of project plans and timelines, and provide estimates for technical tasks • Must be able to work in a fast paced and collaborative environment. • Willingness to travel as needed for client engagements and project requirements
SCOPE	<ul style="list-style-type: none"> • Part of the centralized team responsible for building and managing Salesforce based solutions for Strateena's clients • Works under direction of managers, manages activities according to milestones and completes tasks assigned
EDUCATION / EXPERIENCE	<p>The ideal candidate has the following work and skills related experience:</p> <ul style="list-style-type: none"> • 12+ years of IT industry exposure with enterprise technical stack • 8+ years of development and design experience on Salesforce CRM implementations (Sales and Service Module Must) • Solid experience as Architect for a large Service cloud implementation involving large vendors and other key stakeholders. • Experience with Salesforce APEX code and triggers, APIs, production deployment using ANT, Force.com IDE, etc. • Experience on Salesforce Integrations - REST/SOAP (Must Have) • Expert guidance on best practices for configuration, development / integration and data migration in salesforce.com • Experience with key areas of enterprise architecture, including integration technologies, single sign on, and master data management. • Experience with Agile implementation methodologies. • Proven ability to analyze, design, and optimize business processes via technology and integration. • Guiding customers and colleagues in rationalizing and deploying emerging technologies that drive increased business value.

- Excellent oral, presentation, and written communication skills.

CERTIFICATIONS

- Salesforce PD1 and PD2 certifications is a must.
- Sales /Service cloud consultant certification is added advantage.
- Salesforce Solution/Technical Architect certification is added advantage.