

Call for expression of interest Salesforce Developers

Vacancy No:	IC_007_2023
Post Title and Level:	Consultant, Salesforce Developer
Organizational Unit:	Client Management Services, Integrated Business Centre
Duty Station:	Home-based
Duration:	Up to a maximum of 180 days in a 12-month period
Terms of remuneration	250 USD per day
Deadline for Application:	09 August 2024

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organizational Context

The United Nations System Staff College (UNSSC) is dedicated to serving the learning and knowledge needs of the UN system and partner organizations. We create first-rate learning experiences grounded in the bedrock values of multilateralism and dignity for all enshrined in the UN charter. Participants in our programmes rely on UNSSC to enhance their knowledge and skills across leadership and management, sustainable development, and peace and security. UNSSC is headquartered in Turin, Italy with an office in Bonn, Germany.

UNSSC delivers learning programmes and services to UN staff and partners at all levels, in all functions and locations. Its inter-agency mandate allows the Staff College to work in partnership with a wide array of UN entities, inter-governmental organizations, academic institutions, and civil society organizations.

UNSSC relies primarily on self-generated income deriving from contracts with UN clients for learning services and from individual course fees. Relationships with clients – both existing and potential – as well as with donors and other partners

from various sectors are pivotal in supporting UNSSC projects. UNSSC uses Salesforce (SF) as its customer management system, including for managing participants to its learning activities. The Salesforce Team is located within UNSSC Integrated Business Centre (IBC), in the Client Management Service team. The IBC is aimed at modernizing UNSSC's business processes in light of the growth recently experienced.

Objective:

UNSSC is seeking to establish a **roster of Salesforce Developers** to support with the management and further expansion of the system to match the increasing operations of the organization. Rostered consultants will be contracted ad-hoc and will provide ad-hoc **home-based** support during peak periods.

Responsibilities/Deliverables:

Main deliverables and responsibilities include the following:

- Work with the Salesforce Manager and Salesforce Team to support the management of the Salesforce platform and ensure that it is tailored to meet the information needs specific to UNSSC's engagement with clients and partners.
- Lead development work on the platform in collaboration with the Salesforce team.
- Provide advanced support capabilities (e.g.: debug and resolve complex platform issues)
- Develop enhancements and deploy them across UNSSC, by setting-up and managing appropriate release processes. Enhancements include, but are not limited to: functionality changes; create flows, apex, triggers and validation rules; customise objects, fields record types and page layouts;
- Support with the management of the entire back end of the system to ensure processes are automated where possible and that the system streamlines working efforts for all UNSSC teams.
- Support the management of the software testing process, which includes creating test cases, establishing protocols and using appropriate testing environments.
- Support the management of the user and role hierarchy that facilitates users to have varying levels of accessibility to many records within the system.
- Lead the production and maintenance of the written technical guidance of the system and the SOPs for managing the system.
- Lead ongoing reviews of system security in collaboration with UNSSC's ICT unit and ensure adherence to security standards.

- Seek ongoing enhancement of UNSSC's Salesforce system and keep informed about updates, improvements and extensions that would benefit UNSSC's use of the tool.
- Complete ad-hoc tasks related to the management of Salesforce as requested by the Salesforce team and IBC Department.

Required Skills and Experience

Education/Qualification: First-level degree in IT, Computer Sciences, Information Management, International Development, Business Administration, Social Sciences or other related fields.

Experience:

- Must have at least 5 years of relevant work experience, as a Salesforce developer, ideally in the context of a large international organisation;
- Must be a certified Salesforce Administrator and certified Salesforce Platform Developer II;
- Desirable: Certified Salesforce Application Architect;
- Must be familiar with managing and customising the following: Custom objects, workflow rules, validation rules, flows, apex, triggers, working between production and sandboxes, lightning pages, Visualforce pages, basic html, APIs, permission sets and groups.

Language: Fluency in oral and written English is required.

Competencies:

Professionalism: Ability to plan and prioritize effectively during heavy workload periods; ability to report on work; a critical thinking approach; ability to adapt to the demands of varied audiences.

Communication: Excellent written and spoken communication skills.

Teamwork: Strong interpersonal skills; ability to establish and maintain effective working relations with colleagues within and outside the organization.

Submission of applications:

The application (in English) should include the following:

- a duly completed, updated, and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at <https://www.unssc.org/about/employment-opportunities>