

<b>Vacancy No:</b>	<b>AF/006/2025</b>
<b>Post Title and Level:</b>	<b>Associate Fellow – Junior Salesforce Support</b>
<b>Organizational Unit:</b>	<b>Integrated Business Centre, Client Management Services Unit</b>
<b>Duty Station:</b>	<b>Turin, Italy</b>
<b>Duration:</b>	<b>1 year, extendable</b>
<b>Deadline for Applications:</b>	<b>02 March 2025</b>

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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.

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## **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 designs and delivers a variety of learning and training activities online and face-to-face to effectively respond to the cross-agency, far-reaching reform agenda of the United Nations. UNSSC is enhancing its internal data management systems and improving its business intelligence capacity, with a view to develop learning programmes that are relevant and respond to client needs.

UNSSC is seeking a motivated Associate Fellow, Junior Salesforce Support to join its Client Management Services (CMS) unit within the Integrated Business Centre (IBC). The CMS unit provides data management, corporate reporting, and client intelligence. The Associate Fellow will support the enhancement and maintenance of the Salesforce platform to improve organizational efficiency and client engagement.

## Responsibilities/Deliverables:

Under the daily supervision of the UNSSC Salesforce Administrator, the incumbent will be responsible for the following duties:

- Provide daily support and guidance to Salesforce users, managing requests and resolving issues;
- Assist in improving the existing Salesforce environment, including making functionality changes, creating workflow and validation rules, and customizing objects, fields, record types, and page layouts;
- Support the management of the Salesforce backend to ensure processes are automated wherever possible;
- Assist the Salesforce Administrator to implement new functionalities and improve system usability.

## Core competencies

**Professionalism:** Knowledge of Salesforce configuration, including workflows, process builder, and validation rules. Experience with data migration tools and practices. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

**Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**Technological Awareness:** Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

## Qualification requirements

### Education

High school diploma in IT, Computer Sciences, Information Management or other related fields.

### Knowledge and Experience

At least one year of experience with managing and customizing Salesforce objects, workflow rules, validation rules, and working between production and sandboxes is required.

Familiarity with DataLoader, basic HTML, API, large custom objects, and custom report types is an advantage.

Relevant Salesforce Certifications are an asset, but not required (e.: Salesforce Junior Developer, Administrator or App Builder).

**Languages**

Fluency in oral and written English is required

**Conditions of Contract and Terms of Remuneration**

Available at [AF\\_006\\_2025](#)