Individual Contractor Salesforce Administration and Development

Vacancy No: **IC/002/2019**
Post Title: **Individual Contractor**
Organizational Unit: **Directorate**
Duty Station: **Home based and Turin, Italy**
Duration: **2 months starting as soon as possible**
Deadline for applications: **8 March 2019**

Organizational context

As the learning institution of and for the United Nations system, the UN System Staff College (UNSSC) delivers learning programmes and provides a space for learning 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.

By fostering a common leadership and management culture as well as a shared understanding of the policy and operational challenges facing the UN, UNSSC helps the UN system deliver for the 2030 Agenda. In particular, UNSSC is expected to play a pivotal role in contributing to all three pillars of current UN reforms efforts through the development, co-ordination and provision of cross-cutting learning programmes which impact on all agencies and staff.

UNSSC relies primarily on self-generated income deriving from contracts with UN clients for learning services and from individual course fees. Relationships with customers – 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 and a junior admin/developer is needed to support with the management of the system.

Responsibilities

Working in strict cooperation with the UNSSC Webmaster and Salesforce focal point, the incumbent will:

- Support the improvement and management of the existing Salesforce platform to ensure that it is tailored to meet the information needs specific to UNSSC.
- Carry out functionality changes; create workflow and validation rules; customise objects, fields record types and page layouts

- Support 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 UNSSC staff.
- Improve reports and links to reports to make information within the system easier to locate and increase the general user-friendliness of the system.
- Support the management of the software testing process, which includes creating test cases, establishing protocols and using appropriate testing environments.
- Provide training/support to all users of the systems on how to use the system. Improve the written guidance within the system so that users can also refer to that for support.
- Provide advice on future integrations with other UNSSC corporate tools and systems.

Qualifications required

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

Experience: Must be a qualified Salesforce Administrator. Must be familiar with managing and customising custom objects, workflow rules, validation rules and working between production and sandboxes.

Ideally also a qualified Salesforce Developer.

Familiarity with the following aspects of Salesforce is not essential, but is preferred: Visualforce pages, workflow rules, basic html, API, large custom objects, custom report types.

No work experience required as priority is given to Salesforce admin qualification, however, preference is given to candidates with some work experience as Salesforce admin and/or developer or.

Language: Fluency in oral and written English is required. Ability to work professionally in other official UN languages is desirable.

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 The application should be submitted preferably by e-mail to recruitment@unssc.org with a subject title of "Application for Individual Contractor 002 – Salesforce".

Late submission of application and/or incomplete application will not be considered.

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Only those candidates who are successful at the application pre-screening stage will be contacted shortly after the application deadline.

Date of issuance: 25 February 2019