



Salesforce Administrator

Sales Operations, Idox Software Pune, Maharashtra

About the Role

With the success of our specialist salesforce administration team activities based in our Pune office and ambitious growth plans to triple our number of employees in India, we are recruiting for level Salesforce Administrator.

The role of a Salesforce Administrator is to support salesforce & PSA inbox including basic administrative work based on the needs of different users. The post holder will help to resolve data quality issues and assist with data imports and handle all basic administrative functions including user account maintenance, reports, and dashboards.

As an ambassador for Idox, our Salesforce Administrator will be responsible for creating & maintaining salesforce documentation and weekly & monthly administrative tasks performed for both Salesforce & PSA. You will also be monitoring and supporting our Salesforce Support function and assisting with training of both new users and existing users.

Joining Idox as a Salesforce Administrator opens opportunities to develop your skills and experience and work on a broad variety of projects. You'll have a buddy and have access to a mentor from day one and will have a benefits package designed to support your wellbeing, as well as your professional development.

Key Responsibilities :

- Ensure the support inbox is covered for the FinancialForce Profession Services Automation (PSA) environment.
- Ensure the support inbox is covered for the Salesforce Sales Cloud environment.
- Regularly reviews system configuration for efficiencies (streamlining workflows, eliminating unnecessary custom fields, archiving, or purging old data, etc.).
- Monitoring inbox including work based on the needs of different users. Collaborate with end users to understand administrative needs, resolve issues, and meet business requirements.
- Handle all administrative functions including reports and dashboards, validations, custom objects, permission sets, approval workflows, email templates.
- Maintaining, enhancing, and creating flows
- Assist in training of new PSA users / Salesforce Users
- Resolve data quality issues and manage data imports.
- Creating and maintaining FinancialForce/Salesforce documentation for end users
- Play an important part in helping advance and support our Salesforce practices, alongside managing our environments and release process, including sandbox usage planning, metadata and data migration, environments comparisons and version control.

- Recommending & supporting apps and third-party products that can be used to enhance Salesforce/PSA
Support the administration of Salesforce Sales Cloud, Hubspot (marketing automation tool), Deal Hub (CPQ tool) & Clari (Rev Ops tool)

To be successful, you'll need to bring experience with some of the qualities below:

- 3 - 4 years' experience with Salesforce (Lightning) Sales Cloud
- Configuration skill set (workflows, validation rules, approval processes)
- 2+ years' experience in flows
- Experience in using data loader.
- Strong knowledge of Excel and proficient in other MS office tools
- Minimum Salesforce Admin certification
- Excellent written and spoken skills.
- Experience in supporting users, supporting tickets user queries, user training etc.
- HubSpot experience
- Salesforce Advanced Admin certification
- FinancialForce PSA knowledge
- Clari experience
- Salesforce Platform Developer 1 certification

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 660 staff in the UK and worldwide, including Europe, North America, and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers, and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion, or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to Apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure

Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>