



Salesforce Business Analyst POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Salesforce Business Analyst	Location:	National Office, Frenchs Forest
Group:	Finance & Digital Impact	Reports to:	Business Solutions Manager
Industrial Award Coverage:	Non-award	Classification Level:	N/A

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Position Purpose

As part of a team of Business Solution professionals, this position carries out support, requirements gathering and configuration of Aspect's highly customised implementation of Salesforce.

This is a critical role, primarily focussing on:

- Providing 2nd/3rd Level Business As Usual (BAU) support of Aspect's Salesforce implementation

- Leading the requirements gathering for enhancement and integration of Aspect's Salesforce implementation with other business systems
- Leading the maintenance and development of Salesforce to support business growth

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
2nd/3rd Level BAU Support	<ul style="list-style-type: none"> • Resolve high level Salesforce issues and escalate where necessary. • Assist in maintaining the documentation of Aspect's Salesforce implementation 	<ul style="list-style-type: none"> • All escalated issues are resolved in a timely manner • Business Solutions support team meet SLAs for tickets • Documentation is up to date
Platform Enhancement and Stability	<ul style="list-style-type: none"> • Continually look at business and system improvements to ensure continual innovation • Understand end to end business processes and how these align to overall strategy • Develop and facilitate user and stakeholder workshops including requirements gathering sessions • Requirements gathering and analysis • Work closely with developers and testers to provide clarification when required • Write acceptance criteria • Liaise with project stakeholders to ensure external needs are met • Conduct training sessions with stakeholders and end users • Ensure the ongoing performance and functioning of Salesforce including release testing • Evaluation and monitoring of add-ons to the Salesforce CRM application and developing plans for implementations 	<ul style="list-style-type: none"> • Users are able to utilise Salesforce to meet Aspect's business requirements. • Salesforce is kept up to date with the environment • Enhancement are delivered on time and within budget
Communications	<ul style="list-style-type: none"> • Promote Strategic and Business Plan objectives. • Assist and/or prepare communications to user population. • Participate in Salesforce related focus groups/committees. • Take opportunities to educate and train staff and increase capability. 	<ul style="list-style-type: none"> • Customer feedback is generally positive and the staff survey reflects that staff value the service highly. • Complaints are recorded and actioned.

		<ul style="list-style-type: none"> Actively participate in team meetings – sharing knowledge, skills and experience, suggesting technology solutions.
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> Complete mandatory Code of Conduct training and implement into day to day operations and practice Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns 	<ul style="list-style-type: none"> Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work Completion of Code of Conduct on-line training
Work Health, Safety & Wellbeing Requirements	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> Take reasonable care for their own health and safety Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. Participate in the staff consultation process about work health & safety matters Understand and adhere to Aspect's Code of Conduct 	<ul style="list-style-type: none"> Observe at all times Aspect's safety policies and procedures are followed including site specific work practices and management instructions All hazards, incidents and injuries are reported to management as per Aspect's risk management procedures Health safety and welfare of self and others is ensured as far as reasonable Actively participate in safety consultation as required

PART B: POSITION CRITERIA

Capabilities	Collaboration and Influence	Working effectively with others in Aspect (outside the line of authority) such as peers to accomplish Aspect and school goals and to identify and resolve problems.
	Teamwork (Co-operation)	Active participation in and facilitation of team effectiveness; taking actions that demonstrate consideration of the feelings and needs of others and being aware of the effects of your behaviour on others.
	Planning and Organising	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources (project management).

	Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise.
Qualifications and experience	<ul style="list-style-type: none"> • Completion of Salesforce Advanced Administrator Certification • Salesforce experience – minimum (three) 3+ years • Proficient using Salesforce Lightning • Experience facilitating workshops for requirements gathering 	
Job requirements (essential)	<ul style="list-style-type: none"> • Advanced Excel skills • Excellent interpersonal and stakeholder skills with ability to develop and maintain relationships across the organisation • Ability to perform well under pressure • Confidence, self-motivation and a desire to be challenged • National Police Check (NPC) appropriately cleared • Working With Children Check WWCC (for relevant state) appropriately cleared • Ability to communicate effectively with both technical and non technical stakeholders 	
Job requirements (desirable)	<ul style="list-style-type: none"> • Exposure to Field Service Lightning • Well versed with Sales Cloud and Service Cloud • Experience with configuration and implementation of Salesforce Communities 	

PART C: APPROVED BY

Position Approved by: National Director Finance & Digital Impact (Date) _____