

The Role

Location:	Wellington	Team:	ICT
Grade:	16	Reports to:	Manager, ICT
Employment:	Fixed-Term (2 years)	Direct Reports:	Nil

Responsibilities

The Corporate Services Group is essential in helping EECA achieve its purpose. It provides the support services that enables our people to thrive. The Group ensures that we have the right information, infrastructure, capabilities and processes to underpin organisational success.

Within the Corporate Services Group, the Information and Communication Technology (ICT) Team is responsible for delivering, managing and securing the technology products and services that support the organisation's business processes and workflows.

The Salesforce Product Support Specialist is responsible for the day-to-day proactive management, support and ongoing enhancement of EECA's Salesforce ecosystem (platform, products and applications); ensuring that they are fit-for-use, secure and continually meet the needs of stakeholders.

EECA's Mission and Behaviours

Our Mission

EECA's mission is to mobilise New Zealanders to be world leaders in clean and clever energy use. We are Te Tari Tiaki Pūngao – Guardian of the energy. This means we have a responsibility to ensure that all of New Zealand recognises that the energy we save now will be an asset to our future, in a multitude of ways. We want a sustainable energy system that supports the prosperity and well-being of current and future generations.

In order to get there, our key strategic objectives are:

- Energy efficiency first
- Empower energy users
- Accelerate renewable energy

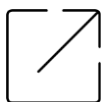
Outcomes are that energy users save energy, money and reduce emissions; and energy productivity and resilience improve. The levers EECA uses to achieve this are:

- Regulation of products, processes and systems
- Information and education to promote clean and clever energy choices
- Targeted investment to demonstrate and scale up energy efficient technologies and renewable energy use.

More information on who we are and what we do is available on our website www.eeca.govt.nz/about-eeca

Our Behaviours

EECA has identified four behaviours that will help us succeed. We will be looking for applicants that can demonstrate these behaviours.



Open to the new



Stand in others' shoes



Believe in 'we' not 'me'



Deliver the goods

Key Result Areas



- Administer, configure, maintain and support EECA's Salesforce ecosystem including third-party integrations.
- Establish and maintain effective working partnerships with stakeholders and users to collaboratively ensure systems continuously improve, are well-supported and fit-for-purpose.
- Support key business system owners to define and implement their product roadmaps; and assist them in product backlog development and refinement.
- Collaborate with stakeholders to gather requirements, assess impacts and deliver new functionality and solutions.
- Manage and co-ordinate the deployment of system changes and patches and support end user acceptance testing.
- Proactively manage and maintain EECA's Salesforce environments, ensuring alignment across the environments and support of release management processes.
- Troubleshoot data-related issues, provide data analysis support and perform data operations.
- Train and support product champions / subject matter experts within business units to enhance their functional knowledge of EECA's Salesforce applications.
- Ensure systems and their use comply with relevant regulations, standards and internal policies, escalating issues and risks as needed.
- Ensure that EECA's usage of the Salesforce platform and products is appropriately and correctly licensed.

Key Competencies

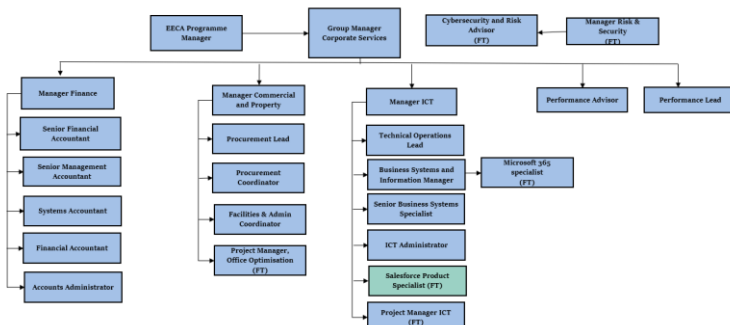
- Customer service and empathy.
- Problem-solving and troubleshooting.
- Communication and stakeholder engagement.
- Collaboration and relationship building.
- Analytical thinking and the ability to convert business requirements into functional outcomes.
- Continuous improvement mindset.
- Proactivity and outcome focused.
- Planning and priority setting.

Relationships

It is expected that effective working relationships are established with relevant EECA staff and external stakeholders.

Where your position fits

Corporate Services Group



Key Internal Relationships

- Business System Owners
- Data and Analytics Team
- EECA Staff

Key External Relationships

- Software Vendors
- Service Providers
- Other Government departments/agencies



Educational Qualifications, Experience and Skills Required

- A minimum of five years' experience providing second and third level support for Salesforce products such as Public Sector Solutions, Marketing Cloud, Experience Cloud, Service Cloud, Field Service and CRM Analytics.
- Proven experience working with and supporting Salesforce products across a broad range of business areas and purposes including grants management, case management and customer relationship management.
- Experience building and maintaining Salesforce workflows and automation using Process Builder, Flow or Apex.
- Exceptional customer service and stakeholder management skills, with the ability to build and maintain effective working relationships.
- Ability to manage multiple product backlogs and navigate through competing priorities in a fast-paced environment.
- Knowledge and understanding of the Software Development Lifecycle (SDLC).
- Understanding of release management and software deployment processes in a Salesforce context.
- Familiarity with service management frameworks (e.g. ITIL) and experience with processes like incident, problem and change management.
- Proficient in performing data operations within the Salesforce platform such as data imports, updates, and changes.
- Strong understanding of Salesforce data models and the ability to query and manipulate data effectively within.
- Ability to gather and analyse user requirements, translating them into clear functional and technical specifications.
- Strong analytical skills with a proactive process improvement and risk analysis mindset.
- Effective self-organisation skills, excellent attention to detail and a growth mindset, with openness to change.
- Friendly 'can-do' attitude with a team player mentality and collaborative working style.
- Strong stakeholder engagement and communication skills, capable of liaising effectively between technical teams, business users and vendors.
- Proven experience designing, developing, and generating insightful reports in Salesforce.
- Proficiency in writing and executing user test scripts as part of user acceptance testing activities.
- Practical knowledge of Salesforce licensing models and experience in optimising the licensing of Salesforce products.
- Understanding of public sector compliance, information management and recordkeeping obligations.

EECA's Working Environment

A policy of equal employment opportunity operates and EECA provides a work environment that is free from discriminatory practices and encourages all employees to reach their full potential.

As a good employer, EECA takes its Health and Safety responsibilities seriously and all staff are expected to comply with all Health and Safety policies and practices, as part of their employment.

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātaḥono me ngā tikanga matua o Te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki

<https://www.publicservice.govt.nz/about-us/>

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at: <https://www.publicservice.govt.nz/about-us/>

