CENTRE FOR INDUSTRIAL CONSULTANCY AND SPONSORED RESEARCH
INDIAN INSTITUTE OF TECHNOLOGY MADRAS
CHENNAI – 600 036

Advertisement No.: ICSR/PR/Advt.115/2022 Dated: 01.12.2022

Applications are invited for the following temporary post of **Senior Manager – Salesforce Administarator and Developer** for the project titled **"IoE Funds - Alumni & Corporate Relations Office Activities"** in the Office of Alumni and Corporate Relations, IIT Madras.

Note: By 'Salesforce' is meant the Customer Relationship Management Software Platform.

Co-ordinator: Prof. Mahesh V Panchagnula - Dean, Office of Alumni and Corporate Relations.

Duration: Initially for one year, extendable based on performance.

S. No	Post	Qualification and Experience	Pay Range
1	Senior Manager- 'Salesforce' Administrator & Developer	**Educational Qualification:** • B.E / B.Tech in Computer Science / Any non-engineering PG and M.E / M.Tech / MCA or any equivalent Masters. • Salesforce certification is a must. **Experience:** • UG degree holder must have at least 10 years of experience as a Salesforce Administrator & Developer. • PG degree holder must have at least 5 Years of experience as a Salesforce Administrator & Developer. **Mandatory Skills:** HTML, SOQL, SOSL, APEX, VISUALFORCE, DATALOADER, APP EXCHANGE, PARDOT.	Rs.1,00,000/-pm to Rs.1,60,000/-pm [Competitive salary commensurate with experience]

Job Description:

Position Summary:

Incumbent must possess: -

• Extensive experience in the administration and maintenance of Salesforce systems.

• Experience in performing Salesforce upgrades and ensuring successful integration.

• Exceptional ability to create and maintain Salesforce databases.

• In-depth knowledge of Salesforce products and their functionalities.

• Proficiency in creating Salesforce profiles, allocating roles, and managing access.

• Knowledge of importing sales data and generating Salesforce reports.

• Ability to provide Salesforce training to in-house staff, and end-user support.

• Experience writing Apex classes and triggers, and Lightning Web Components.

• Familiar with Salesforce Lightning Design System and SFDX.

• Strong business analysis and functional experience, including requirements gathering, creating solutions, and/or deploying solutions to end users.

• Strong verbal and written communication and data presentation skills, including an ability to effectively communicate with both business and technical teams.

• Understanding of and experience with Salesforce architecture and API.

• Experience using GitHub or other version control software.

Salesforce Responsibilities:

As an Administrator

a) Day-to-day configuration, support, maintenance, and improvement of database.

b) Create Workflows, Formulas.

c) User Creation, Profile management.

d) Customization (Objects, Tabs, Fields etc.,).

e) Execute Page Layouts.

f) Session Management (Accessibility, Password policies, Audit etc.)

g) Create Email Templates (Text, HTML, Custom).

h) Data Management (Export, Import, Storage usage).

i) Execute Marketing Campaigns.

j) Generate Mass Emails, Email Log files.

k) Generate Reports (Tabular, Summary, Matrix, Joint)

l) Create Dashboards (Line, Donut, Pie, Gauge etc.)

As a developer

a) Design, test, debug, deploy.

b) Dataloader (SOQL, SOSL).

c) Plan ahead for upgrades, seasonal releases and term projects.

d) Develop Apex Classes, Visual force pages.

e) Sandbox.

f) Apex test execution.

g) Deploy Outbound Change sets.

h) Deploy inbound Change sets.

i) Monitor System Overview.

Common Tasks

a) Ensure optimal performance of Salesforce systems and products.

b) Experience in using Pardot communications and web technologies like HTML.

c) Importing sales department leads, contacts, and preparing reports for operations, Sales, Finance and other key stakeholders

d) Maintaining the sales cloud, as well as building custom reports and dashboards.

e) Performing database maintenance tasks, including diagnostic tests duplicate entry cleansing, perform operational support, enhancements, and bug fixes when needed.

f) Evaluating and installing new Salesforce releases, as well as providing in-house training and support.

g) Perform configuration and customization of the Salesforce platform when required.

h) Participate in efforts to develop and execute testing, training, and documentation.

i) Participate in the Salesforce cycle as needed (solution definition, pre-sales, estimating and project planning)

j) Integrate multiple systems with Salesforce, including internal proprietary and third-party applications

k) Communicate effectively with team build Salesforce applications using Apex and Visualforce and leverage the full capabilities of the Salesforce platform to support the office's programs.

l) Create/modify existing controllers, controller extensions, and triggers across all platforms.

m) Implement and maintain Salesforce customization such as custom fields and objects, layouts, workflows, process builder, and validation rules.

n) Must be able to work with the latest tools, technologies, and methodologies (SF platform, Eclipse, Talend open studio, Oracle, MySQL, Object mapping)

o) Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.

p) Experience in SFDC Integration using Web Service and Apex Programming Salesforce.

q) Extensive experience in lead case management web-to-lead Web-to case Email-to-case.

r) Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.

s) Experienced in creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions and Approval Workflow.

General Instructions to the candidates

1) All the positions are on purely contract basis.

2) The completion of the period of contract will not confer any right for further extension, regularization, permanency at the Institute.

3) Candidates should apply online only in the website https://icandsr.iitm.ac.in/recruitment/ - (**Please check the advertisement number ICSR/PR/Advt.115/2022 displayed and submit the application for the relevant position**).

4) Separate application has to be filled for each post.

5) The system will accept single application only with the registered login ID (email) for an advertisement, hence the candidate is requested to select the multiple positions (In case, he/she wishes to apply for more than one position) before the submission of application.

6) The application cannot be edited, reverted once it is submitted.

7) Candidates should not attempt to apply twice for the same post. If multiple applications are received from a candidate for the same post, his/her candidature will liable to be rejected.

8) Candidates should follow the prescribed procedure for submission of online application.

9) Candidates are advised to fill their correct and active e-mail addresses in the online application as all correspondence will be made by the Institute through e-mail only.

10) The candidates applying for any post should ensure that they fulfil all the eligibility conditions for the post. Their admission to any stage of the selection process will be purely provisional subject to confirmation that they satisfy the prescribed eligibility conditions. Mere issue of registration certificate / call letter to the candidate will not imply that his/her candidature has been found eligible.

11) After successful online submission of application, a print-out of the application form must be obtained and submitted when called for test. It will be required at the time of document verification/test/interview. Hard copy of the application is NOT to be sent to the Institute.

12) Candidates must be citizens of India. Persons who have migrated from Pakistan with the intention of permanently settling in India or subjects of Nepal are also eligible, but in their case a certificate of eligibility from the Government of India will be necessary for appointment. Such candidates should apply to the Government of India in the Ministry of Home Affairs for necessary certificate and furnish satisfactory proof of having so applied.

13) The prescribed qualifications are minimum and unless specified, they are required for consideration for the post, even if higher qualification has been acquired and the mere fact that a candidate possesses the same will not entitle him/her for being called for interview.

14) Relevant experience gained after the minimum qualifying degree will only be taken into consideration. Minimum requirements of qualifications and/or experience can be relaxed in respect of exceptionally outstanding candidates.

15) The experience required is relaxable at the discretion of the Institute in the case of candidates belonging to the Scheduled Caste / Scheduled Tribe, if at any stage of selection, the competent authority is of the opinion that sufficient number of candidates from these communities possessing the requisite experience are not likely to be available to fill up the vacancy reserved for them.

16) The Institute reserves the right to restrict the number of candidates for written / skill test / interview to a reasonable limit on the basis of qualifications, level and relevance of experience higher than the minimum prescribed in the advertisement and other academic achievements. The Institute also reserves the right of rejecting any or all the applications without assigning any reasons therefore.

17) Calling a candidate for test/interview merely indicates that it is felt that he/she with others may be suitable for the post and conveys no assurance whatsoever that he/she will be recommended or selected or his/her conditions specified in the application will be accepted.

18) Candidates will be short-listed for Test/Interview on the basis of the information provided by them in their online applications. They must ensure that such information is true. If at any subsequent stage or at the time of Test/Interview any information given by them or any claim made by them in their online applications is found to be false, their candidature will be liable to be rejected.

19) The Institute shall verify the antecedents or documents submitted by a candidate at any time at the time of appointment or during the tenure of the service. In case, it is detected that the documents submitted by the candidates are fake or the candidate has clandestine antecedents/background and has suppressed the said information, then his services shall be liable to be terminated.

20) In case of any inadvertent mistake in the process of selection which may be detected at any stage even after the issue of appointment letter, the Institute reserves the right to modify/ withdraw/ cancel any communication made to the candidates.

21) Applicants who are working in **any one of the Project at IIT Madras**, must apply through proper channel otherwise they will be required to produce No-Objection Certificate at the time of document verification/Test/Interview. Candidates without NOC will not be permitted to appear for Test/Interview.

22) Candidates may send testimonials from persons intimately acquainted with their work and character. If the applicant is in employment, he/she should submit testimonials from the most recent employer or immediate superior as a referee.

23) The Institute has a right to decide the mode of screening and testing the applicant for short listing and selection.

24) The Institute solely reserves the right not to fill any advertised position without assigning any reason

25) Only shortlisted applicants will be contacted.

26) No correspondence whatsoever will be entertained from candidates regarding conduct and result of test/interview and reasons for not being called for interview. Canvassing in any form will be a disqualification.

27) The crucial date for determining the eligibility criteria for all candidates in every respect shall be the prescribed closing date for submission of online application.

28) The Institute strives to have a workforce which reflects gender balance and women candidates are encouraged to apply.

29) Any corrigendum/clarifications on this advertisement, if necessary, shall be uploaded on website and no separate communication will be sent for this purpose.

30) **The last date for submission of online application is 25.12.2022.**

31) If there is any issue to submit the application please send E-mail to: recruitment@imail.iitm.ac.in / icsrrecruitment@iitm.ac.in **Contact: 044- 2257 9796** on all working days from **10.00 AM to 05.30 PM (Monday to Friday – except National Holidays)**. (Please note, only technical issues will be accepted – No interim correspondence with reference to the selection process will be considered).

32) **Instructions to apply online :-**Eligible applicants would require to register and apply online through https://icandsr.iitm.ac.in/recruitment/ and submit the application.

Sd/-

Senior Manager –HR
Centre for IC&SR
IIT Madras