

Senior Salesforce Engineer - South Bank, Brisbane

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Company: Flight Centre Travel Group

Location: Australia

Category: computer-and-mathematical

Hello, Hej, 你好, Salut!

Flight Centre Travel Group are looking for an experienced Senior Salesforce Engineer. In this role, your primary focus will be on collaborating with product and technical teams to design, build and maintain innovative solutions on the Salesforce platform. This role involves not only deploying new functionalities but also providing technical consultation and support to ensure the optimal performance of our Salesforce applications for our business.

What you'll enjoy...

Tick destinations off your bucket list with our discounts on travel and accommodation.

Employee Share Scheme through Equate Plus.

Access to in-house financial and health services, internal 24/7 gym and newly renovated end-of-trip facility.

Receive ongoing training and professional development through the Flight Centre Landing.

Global career opportunities in a network of brands and businesses at your fingertips.

Proud Corporate Social Responsibility platform through the Flight Centre Foundation, and Brighter Futures programs.

Various social events to promote networking, the celebration of wins, and sometimes just for fun! (Global Gathering 2024 - Portugal).

A day in the life...

Create and optimise complex Salesforce workflows, process builder flows, and validation rules.

Design and provide guidance and best practices for custom Apex classes, triggers, and Visualforce pages to extend Sales Cloud functionality.

Knowledge of Lightning components and Lightning web components for enhanced user experiences.

Engineer and provide best practises in Service Cloud solutions utilising using Apex and Lightning components to meet requirements.

Implement Salesforce Service Cloud Console for streamlined case management.

Configure and enhance Service Cloud features such as entitlements, milestones, and knowledge management.

Architect and provide best practises in Experience Cloud solutions utilising Lightning components.

Implement and maintain Okta Single Sign-On (SSO) and community-based sharing rules for secure and efficient collaboration.

Manage the end-to-end deployment process of Salesforce solutions, including testing, staging, and production environments.

Advocate for Salesforce Release Management updates in collaboration with the development team to align with Salesforce's regular releases.

Serve as a subject matter expert on Salesforce, providing guidance and recommendations to technical and nontechnical stakeholders.

Identify technical debt and propose effective solutions for its resolution.

Address and resolve escalated technical issues, providing support to the team as needed.

Collaborate with the team to ensure timely resolution of customer-reported issues.

Work closely with delivery and product managers to align efforts with timelines and business objectives.

Who you are...

5+ years of hands-on experience as a Salesforce specialist.

A firm grounding in the Agile methodology with experience in continuous iteration of software development and testing

(code coverage) combined with knowledge of collaboration tooling (JIRA/Confluence), and experience DevOps tools such as Git, Jira & Salesforce DX.

Experience in building Web Service enabled applications, APIs (SOAP and RESTful) and integration.

Demonstrated experience of Visualforce, Apex and web services.

Demonstrated experience delivering efficiency and improvements through automation.

Proficient in Salesforce Architecture and solutioning following Salesforce best practices.

Experience building Experience Cloud sites.

#LI-LR1 #LI-Hybrid

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