

## Technical/Senior Technical Architect - Mulesoft

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Company: Salesforce, Inc.

Location: Australia

Category: other-general

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### Job Category

#### Customer Success Job Details

About Salesforce We're Salesforce, the Customer Company, inspiring the future of business with AI+ Data +CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place.

MuleSoft's Professional Services team works across every technology and system to deliver solutions to customers in every industry. As a Technical Architect on our Services team, you will have the opportunity to enable our customers to understand and employ MuleSoft technology hands-on while coaching and mentoring elite members of a fast-paced, growing

organization. You will be an influencer and inspiring leader with in-depth technical expertise, credibility, and field experience to establish yourself as a subject-matter expert in a company leading innovation within the integration services industry.

What you'll achieve:

3 months: Participate in MuleSoft Technical Product and Consulting Services training, methodology, and enablement Begin participation in field activities with clients by shadowing seasoned architects and practicing enablement gained from training Begin to execute MuleSoft implementations for customers and start on your journey to internalize business outcomes and business context relevance to MuleSoft implementation methodologies and approaches Complete MuleSoft technical certifications and fully ramp on technology and implementation methodologies; start to develop and contribute domain expertise and project deliverables to internal knowledge exchange Begin mentorship and guidance of junior Services team members and help to build out our services organization 12 months Continue to lead technical teams through multi-phased delivery projects and provide hands-on delivery guidance to influence standards for development, governance, and operational life cycle Evangelize frameworks, project deliverables, standard methodologies/policies, and implementations to internal collaboration networks and IP sharing Find opportunities to expand MuleSoft footprint and drive further services and customer service, lead multiple engagements simultaneously, and drive partnerships and cross-collaboration with MuleSoft partners, SIs, and 3rd Parties Identify ongoing risks and difficulties throughout project experiences in the field and contribute to developing and implementing internal mitigation measures to meet customer needs Evangelize, train, coach, and mentor Services team members on hard technical skills and soft skills Find opportunities and efficiencies in customers' IT operating model, and support implementation of the SLDC pipeline to get greater value out of the MuleSoft platform. Lead development of technical brown bag sessions and publish/facilitate reusable content to the field Work with MuleSoft product leadership providing valuable product insight, guiding product direction and features. Deliver compelling presentations, architectural blueprint documents, and requirements-gathering workshops to influence the strategic direction of our projects and lead customers through solution design What you'll need to be successful: Experience leading integration teams and architecting solutions Demonstrated experience architecting services integrations with at least two of the following: MuleSoft or other solutions (e.g., IBM, BEA, Oracle Fusion, TIBCO, Dell Boomi, Progress Sonic, etc.) API Management

solutions (Apigee, Mashery, etc) One or more on-premise/SaaS packaged COTS (Commercial Off-the-Shelf) solutions for ERP, CRM, e-commerce, or mobile (e.g. Salesforce.com, NetSuite, Oracle, Siebel, SAP, WorkDay, etc.) Demonstrated experience managing and architecting for multiple technical integration projects SDLC (Software Development Life Cycle) end-to-end, sometimes simultaneously Working knowledge of on-premise/cloud-based infrastructures, SDLC pipelines, and deployments/configurations and definition/evangelism of standard practices/standards Demonstrated ability to effectively architect solutions within a diverse technical team of clients, SIs, contractors, and internal teams Experience leading technical teams and mentoring junior-level resources, consultants, and clients while leading internal initiatives to grow Services organization practices Demonstrated experience with High-Availability, Fault-Tolerance, Performance Testing, and Tuning parameters on multiple engagements Demonstrated expertise in architecting, implementing, and supporting enterprise-grade technical solutions meeting complex business requirements while evangelizing integration methodologies and supporting case justification to C-level executives Experience driving technical workshops with technical and business clients to derive valuable services and implementations Ability to travel up to 75% of the time (varies depending on customer needs, focused within Region)

At Salesforce, we encourage applications from Aboriginal and Torres Strait Islander peoples, people of all ages, people living with a disability, LGBTIQ+ candidates, and people from multi-cultural backgrounds Salesforce Australia is committed to walking together with the Traditional Custodians of this land, Australia's First Nations peoples, as we forge a path to reconciliation. Please see our Reconciliation Action Plan for more information.

#### Accommodations

If you require assistance due to a disability applying for open positions please submit a request via this [Accommodations Request Form](#) .

#### Posting Statement

At Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more.

Learn more about Equality at [and](#) explore our company benefits at [.](#)

Salesforce is an Equal Employment Opportunity and Affirmative Action Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex,

sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Salesforce does not accept unsolicited headhunter and agency resumes. Salesforce will not pay any third-party agency or company that does not have a signed agreement with Salesforce .

Salesforce welcomes all.

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