

Position Description

Position Title:	Salesforce Support Officer
Reports to:	Salesforce Functional Manager
Division:	Program Delivery
Location:	Orange, NSW / Remote
Employment Status:	12-month contract
Hours:	Full Time - 36.75 hours/week
Salary Band:	RSL 6
Security Clearance:	National Background Police Check
Citizenship:	Permanent Right to Work

About us

RIC (Regional Investment Corporation) is an Australian Government finance provider for farmers and farm-related small businesses. We were established under the *Regional Investment Corporation Act 2018* (RIC Act) to provide low-cost loans to strengthen Australian agriculture and grow thriving regional communities.

RIC farm loans support our customers to prepare, manage through and recover from drought, natural disasters or biosecurity risks causing severe financial disruption. We help accelerate plans for first-generation farmers and next-generation farmers.

Our culture & people

Our people have vision and are empowered to build a leading Australian Government agency known for its contemporary service, expertise, and integrity. They are committed, innovative and their achievements are celebrated. They are as diverse as the work they do. RIC has a vibrant culture which is based on the following Culture Statements:



Be bold, act
with purpose



We are down
to earth



We embrace
difference and
act as one

Our customers

We aim to deliver a first-class customer experience by partnering with our customers from the beginning of their journey with us. We respect the time of our customers by being transparent with them about the loan process, keeping things simple and understanding their needs.

Put simply, our customer experience principles are:



- Respect my time
- Simple and Seamless
- Partner with me
- Understand me

About the job

As the Salesforce Support Officer, you will be responsible for the day-to-day support and administration of our Salesforce environment. You will work closely with our internal IT support team on assigned Salesforce helpdesk tickets and Salesforce implementation tasks.

You will be responsible for:

- Developing and maintaining RICs Salesforce business application
- Creating and maintaining application solution documentation, including for the end user
- Identifying areas for improvement on the Salesforce business application outside of business-initiated change and delivering technical change to support
- Reviewing business cases for change to the Salesforce business application, including business and technical analysis on the request, developing business requirements, acceptance criteria and technical requirements, providing solution design, technical build to implement solutions, system testing along with promoting a culture of continuous improvement, and adoption of Salesforce initiatives
- Demonstrations on upcoming changes to the Salesforce business application
- Identifying and resolving Salesforce technical debt
- Triage of all Salesforce Helpdesk requests as first line of support and identifying Salesforce issues to build out backlog for technical delivery
- Onboarding new users, developing documentation and providing training and first line user support on Salesforce functionality
- Collaborate across the RIC, especially with Information Technology and other business stakeholders to support data integrity and operational reliability of our standardized business analytics, tools and processes
- Supporting the RIC in cross-functional projects and strategic changes to systems and processes
- Other duties as required

About you

Job capabilities

To be successful in this role, you will have:

- A strong customer service focus
- Very high-level verbal and written communication skills, with the ability to communicate technical information in a clear and concise manner to technical and non-technical users
- High attention to detail
- Ability to develop and foster strong working relationships with all key stakeholders
- Client-focused with a positive team player attitude.
- The ability to effectively prioritise work in line with the organisational and project objectives

Knowledge and experience

To deliver a first-class customer experience, you will have:

- Experience in similar roles
- Experience in the use of the Salesforce CRM system, its workflows, automations, validation rules, profiles, and permissions.
- Experience in gathering and developing business and technical requirements
- Experience with deployments using Salesforce metadata, branching strategies and code base deployment
- Experience with VS code
- Experience with JIRA

Eligibility/other requirements

The successful candidate will be required to undergo pre-employment screening including a National Police History Check