

## Salesforce Administrator Jobs In Dubai | Delivery Hero

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Company: Delivery Hero

Location: Dubai

Category: other-general

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#### Responsibilities:

Customize Salesforce fields, page layouts, record types, searching, list views, queues, reports, and dashboards.

Maintain security such as user accounts, mobile user accounts, sharing rules, user roles, user profiles, field-level security, content folder rights, groups, list view rights.

Maintain overall system configuration, change control, and enhancements.

Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials.

Manage operational requests and troubleshoot issues, working with diverse user groups and potentially with business leaders.

Act as a point of contact for Salesforce Users and Country MDs.

Manage instance to ensure data integrity, security and daily basic audits.

Assists in conducting training of Business Owners for new features and help with roll-out.

Present changes/system enhancements and overall training to diverse audiences.

Manage mass imports and exports of data.

Provide high-quality support via ticket system.

Develop best practices for reporting, access models, SSO strategies and audit controls.

Master of governance limits and overall platform scalability (with Product, Developers).

Develop best practices for emergency procedures around Salesforce.

Undertake additional projects as directed by management.

Point – and – Click Automations

Requirements:

2+ years technical support for web-based applications or similar.

2+ years of previous experience as a Salesforce Administrator in a large company, ideally with a multi-national User/business base, ideally with some form of people management.

B.S. or a B.A. college degree or commensurate work experience.

Working knowledge of relational database design concepts and data management.

Well-versed in agile methodology/processes.

Basic understanding of Salesforce coding (APEX, Java etc.).

Basic understanding of Salesforce integration options.

Expert understanding of Salesforce Sales and Service Cloud that is always kept at the highest level.

Proficiency with data manipulation tools and uploading techniques (Data Loader, Workbench, Excel, Plug-Ins).

Analytical business process development skills and problem solving skills.

Ability to troubleshoot system, process and data issues.

Open to discussions, team-oriented.

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