



Junior Salesforce Administrator

Sales Operations, Idox Software

Pune, Maharashtra

About the Role

With the success of our specialist salesforce administration team activities based in our Pune office and ambitious growth plans to triple our number of employees in India, we are recruiting for a fresher Junior Salesforce Administrator.

The role of a **Junior Salesforce Administrator** is to support salesforce & PSA inbox including basic administrative work based on the needs of different users. The post holder will help to resolve data quality issues and assist with data imports, and handle all basic administrative functions including user account maintenance, reports and dashboards.

As an ambassador for Idox, our Junior Salesforce Administrator will be responsible for creating & maintaining salesforce documentation and weekly & monthly administrative tasks performed for both Salesforce & PSA. You will also be monitoring and supporting our Salesforce Support function and assisting with training of both new users and existing users.

Joining Idox as a Junior Salesforce Administrator opens opportunities to develop your skills and experience and work on a broad variety of projects. You'll have a buddy and have access to a mentor from day one and will have a benefits package designed to support your wellbeing, as well as your professional development.

Key responsibilities:

- Monitoring and supporting Salesforce Support & PSA inbox including basic administrative work based on the needs of different users
- Helping to resolve data quality issues and assist with data imports
- Handle all basic administrative functions including user account maintenance, reports, and dashboards
- Assist in training of both new users and existing users
- Creating & maintaining salesforce documentation
- Weekly and monthly administrative tasks performed for both Salesforce & PSA
- Administrative Support with Analytical tool Clari
- Administrative Support with CPQ tool Deal Hub
- Adherence to Idox Information Security policies and protocols.

To be successful, you'll need to bring experience with some of the qualities below:

- 1+ years' experience with Salesforce (Lightning) Sales Cloud
- Experience with SQL queries & workbench
- Experience with user and licence management, including new user setup/deactivation, roles, profiles, permissions and public groups, custom objects, data loader, sharing rules, and other Salesforce configurations
- Experience working with Flows
- Experience working with Lightning App Builder
- Proficient in other MS office tools
- Admin certification or equivalent trailheads experience with Salesforce
- FinancialForce PSA knowledge
- Pardot experience
- Clari experience.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America, and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism
We shape our future



Responsibility
We are accountable for our actions



Integrity
We do the right thing



Valued
We value each other



Excellence
We set the benchmark for quality

DRIVE

The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits



Family friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement. Idox offers excellent pay and leave benefits for parents and carers welcoming children.



Community

You will have the opportunity to participate in community and local activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and support employees who choose to carry out volunteer work.



Be heard

Our employee voice is a huge part of life at Idox. We have a number of employee initiatives which support our colleagues to make the most out of their role in Idox. From mental health support to regular CEO Broadcasts, we empower our people to have an impact across our organisation.



Your development

The Idox mentor scheme helps pair you with experienced colleagues to help you achieve personal and professional growth. We also have leadership development and training opportunities to support your career progression.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the necessary background verification as a standard part of hiring process. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>