Junior Systems Administrator

Reporting to: Technology Manager

Line Management: None

Location: Aviemore, 95% / London, 5%

Hours: Full time

Key Accountabilities

Ensuring day to day Salesforce tech support requests are actioned in a timely and effective manner.

Ensuring Salesforce development projects are delivered as planned and on schedule.

Job Purpose

Your role will support the Technology Manager across the Active Travel Group with a primary focus on Salesforce administration and development but may also include some day to day general tech support and projects related to the other Active Travel Group brands.

We are looking for a proactive individual that can help us continually improve and enhance our Salesforce platform and associated systems, gathering requirements and feedback and designing best practice solutions.

Key Responsibilities

Day to day maintenance, administration and process development of the Salesforce CRM. This may include:

- All aspects of user management including new user setup/deactivation.

- Salesforce configuration changes, including (but not limited to): Workflow, Process Builder, Flow, assignment rules, approval processes, fields, page layouts, record types, dynamic layouts, apps, actions, custom settings, dashboards and reports

- User support requests

- Identify and gather requirements, translating into best practice, scalable solutions with a focus on exceptional user experience

- Identify unused or underutilised platform features

- Data management to improve Salesforce data quality, implementing rules and automation as needed

- Assisting with integrating Salesforce into other systems

Day to day maintenance and administration of IT and business systems.

Effectively communicate with and develop strong relationships with stakeholders and colleagues to develop a deep understanding of business requirements.

Ensuring the organisations' IT systems comply with cyber security policies and the latest best practice guidelines.

Junior Systems Administrator

Skills, Knowledge & Experience

Essential Skills

- Relevant experience gained within the technology industry, ideally in systems administration

- Excellent IT skills with experience of cloud based CRM systems, ideally Salesforce & Xero, as well as Google Apps, Mac applications and Windows 11 and associated apps.

- Recent experience in using and administering CRM systems.

- Strong problem solving skills, logical thinking & quick to understand new processes and systems.

- Willingness to further develop Salesforce administrative skills & experience.

- A passion for systems development and administration

- Excellent attention to detail, even when faced with multiple tasks

- Great interpersonal skills, awareness and emotional intelligence with an ability to develop and sustain business relationships.

- A natural collaborator who enjoys working in teams with a diverse range of individuals

- A strong and clear commitment to customer service excellence and "extra mile" delivery

Desirable Skills

- Some experience in scripting or programming (Apex/Visualforce/Javascript/HTML/CSS)

- Knowledge or experience of effective project management

- A genuine interest and passion for travel and adventure.

- Knowledge of the travel and tourism industry.