Role Description
Salesforce Administrator

Agency	NSW Electoral Commission
Division/Branch/Unit	Information Services, Business Systems Unit
Location	Sydney, NSW
Classification/Grade/Band	Clerk Grade 7/8
Date of Approval	10 February 2017
Agency Website	elections.nsw.gov.au
Position Code	P00345 and P00072

Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- running elections
- communicating with and engaging the public
- providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners, lobbyists and associated entities) to comply with their legal obligations, and regulating their compliance
- supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners, political lobbyists and associated entities; advising on and advocating for improvements to legislation
- investigating possible offences and enforcing electoral laws.

The NSWEC staff agency is headed by the NSW Electoral Commissioner, who also sits on the three-member NSW Electoral Commission, which enforces electoral legislation.

Our four Divisions - Elections, Funding Disclosure and Compliance, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences.

Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

Primary purpose of the role

The Salesforce Administrator implements the Client Support Strategy and provides second level support for the NSWEC Salesforce and other NSWEC systems.

Key accountabilities

- Manage the resolution of all escalated incidents relating to Salesforce systems to meet agreed service levels.
- Manage the escalation of third level incidents to appropriate suppliers.
- Foster collaborative relationships with clients to understand how Salesforce and other NSWEC systems are used, and to effectively and efficiently resolve questions and problems.
- Administer the user account management process to ensure agreed access rights are granted for Salesforce systems.
- Provide customised reports, liaising with suppliers if necessary, to meet user requirements.
- Participate in user acceptance testing to ensure that user access rights are aligned with the production system.
- Manage system integration testing and code deployment for Salesforce and other NSWEC systems.
- Maintain and update systems documentation as required.
- Administer Salesforce Sandbox environments and manage Salesforce configuration settings across all NSWEC Salesforce instances.
- Maintain license utilisation records and manage license allocation for all NSWEC Salesforce instances.
- Identify software upgrade requirements and coordinate upgrade deployments following configuration and change management processes.

Key challenges

- Prioritising incidents and other work activities according to impact on the business.
- Maintaining currency in Salesforce systems and their use within the NSWEC.
- Managing an increased volume and criticality of work during election events.

Key relationships

Who	Why
Internal	
Manager	• Receive guidance and feedback on business issues and performance in the role • Provide advice and recommendations on issues, risks, priorities and results
Information Services Team	• Collaborate to ensure alignment and integration with other IS plans, controls and practices • Support to manage team workload and achieve team objectives
Internal Clients	• Provide support and solutions to resolve incidents
External	
Suppliers	• Manage day-to-day resolution of escalated incidents and support requests

Role dimensions

Decision making

The Salesforce Administrator is responsible for decisions relating to the day-to-day management of own workload, priorities and client requirements. In addition, judgement is used in analysing and overcoming problems within established frameworks including service level agreements, industry standards, policies and professional knowledge. Guidance is sought from the Manager, Application Support on complex or sensitive issues that are not readily resolved using existing guidelines, in situations where a team approach is required or when risks or breaches have been identified.

Reporting line

Manager, Application Support

Direct reports

N/A

Budget/Expenditure

N/A

Essential requirements

Certification in Salesforce administration and/or equivalent professional experience.

Experience administrating customised Salesforce instances

Politically neutral with no affiliation to political parties or lobbyists/campaigners.

Criminal Record check.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	**Adept**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships	Adept	• Tailor communication to the audience

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		• Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies

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