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Position Title

Salesforce Application Manager, APAC

Your Profile:

- Degree in Information Technology or similar fields
- Minimum 5 years of Salesforce support experience in the areas of:
 - User Management
 - Data Management
 - System Configuration & Process Automation
 - Reporting (performance, user adoption, etc.)
 - Integration (EAC, Outlook Plugin, etc.)
 - Operate ERP Integrations
 - Sales Cloud, Service Cloud and Marketing Cloud
- Highly independent, analytical and process-oriented
- Team player with good communication and interaction skills
- Able to communicate fluently in English and Mandarin; German is a plus

Other Tasks:

- Carry out all tasks by complying with the respective process descriptions and ensure your workplace is tidy and clean
- On instruction of the superior, further tasks may be added or other tasks to be reasonably expected according to the employment contract have to be carried out
- The job holder complies with the existing guidelines on occupational health and safety, quality management and environmental protection

Your Tasks:

As Salesforce Application Manager, you are part of a global CRM team and responsible for worldwide Salesforce CRM management. You would actively shape the overall system so that ifm is securely positioned for the future.

Main responsibilities include:

- You are responsible for the smooth operation of the CRM system
- Within the DevOP activities, you would ensure continuous improvement of the application management (improvement of analysis options, scripts, monitoring, etc.)
- You would conceptualise individual partial solutions and prepare them for development
- You would create and maintain documentation
- You would support the CRM-PO in technical questions, topic clarifications and 2-level support

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Apply now - we look forward to seeing you!

ifm – close to you!