



Position Description – Senior Salesforce Developer

Position Details

Position Title: Senior Salesforce Developer

College/Portfolio: Operations

School/Group: Information Technology Services / Architecture and Software Engineering

Campus Location: Primarily based at City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 8

Time Fraction: 1.0

Employment Type: Continuing

Reporting Line: Senior Salesforce Manager

No. of Direct reports: Nil

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Business Performance Improvement (EBPI), Communications, Enterprise Project Management Office (EPMO), Global Marketing & Student Recruitment, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and services. Our role is to support RMIT's high quality teaching, learning, research and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global university of technology and design' like RMIT. ITS has developed, in conjunction with the broader University, an ICT Plan. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model

4. Data to fuel differentiation and decisions – Ensure quality data and integrated systems are available to support data-based decision making, and enable personalised and contextualised services
5. Simple & secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

ITS has an essential role to play in realising these goals.

Website: www.rmit.edu.au/its

Position Summary

The Senior Salesforce Developer works within a lean agile squad to continuously enable RMIT's strategic journey, leveraging our Salesforce platform and integrated ecosystem.

You will be joining a newly formed team of Salesforce Developers, having the opportunity to define and shape this new team whilst leveraging from our existing Salesforce capability and knowledge.

As a Senior Salesforce Developer operating within the Student Experience group, your responsibilities include working within a fast-paced agile team consisting of a Senior Technical Lead, fellow Developers and QA Engineers to implement RMIT's Salesforce roadmap and achieve a 360 view of Student.

The role requires strong experience across Salesforce architecture, integration and development, and the ability to effectively communicate this in all design and development work. This role is primarily a technical role however experience with working in partnership with vendors and business owners would be highly beneficial.

Key Accountabilities

- Design, develop and implement technology solutions within the Salesforce platform, Education Cloud, Experience Cloud, Data Cloud and Marketing Cloud as well as related technologies
- Work on a range of initiatives including projects implementing new features, continuous enhancements and platform improvement related work
- Provide estimates on development work for new initiatives
- Write well-structured code using Apex Classes and Apex Triggers
- Design, build and optimise OmniScripts to deliver user-centric digital journeys
- Configure objects, flows, sharing settings, permission sets and other security related configuration components
- Build and enhance integrations leveraging Salesforce and MuleSoft capabilities
- Follow secure coding practices, implementing RMIT's shift-left approach to securing our applications
- Leverage platform best-practices and perform peer reviews to ensure our products meet the business requirements, provide a superior user experience and further contribute to the maturity and robustness of our platforms
- Work within a CI/CD DevOps team, owning your deliverables to continuously enhance and maintain our product and platforms
- Prepare releases to our non-production and production environments, ensuring quality of deployment and working together with the Salesforce Release Manager to enable a streamlined and efficient release cycle
- Develop good quality, useful documentation of the designs and solutions implemented
- Participate in RMIT's Software Engineering Community of Practice, sharing knowledge, tools and artefacts to further improve our development capability

Key Selection Criteria

Essential:

- Strong experience in a hands-on development capacity, on cloud applications with 5+ years' experience designing, implementing and supporting Salesforce solutions including developing customer-facing interfaces

- Fluent in Apex, and extensive experience developing custom Apex Classes and Apex Triggers
- Good hands-on knowledge of OmniScripts, Flow, Approvals, Visual Force Pages, SOQL & SOSL, Data Loader, Lightning Component Framework, Lightning Web Components, Salesforce Lightning Design System and Lightning App Builder
- Advanced knowledge of Salesforce Education Cloud/Experience Cloud/Data Cloud/Marketing Cloud & other related products
- Strong understanding of Salesforce security model and data access design
- Experience with CI/CD pipelines, including deployment tools such SFDX
- Experience designing & implementing custom APIs and MuleSoft integration
- Excellent communication skills, both written and verbal
- Demonstrated experience in problem solving, ideation, running experiments, testing and user research
- Have a pragmatic user-centred mindset that balances UX best practice with the need to deliver in a fast-paced agile environment

Qualifications

Tertiary qualifications in Information Technology, or equivalent experience.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.