

ZS is a professional services firm that works side by side with companies to help develop and deliver products that drive customer value and company results. From R&D to portfolio strategy, customer insights, marketing and sales strategy, operations and technology, we leverage our deep industry expertise and leading-edge analytics to create solutions that work in the real world. Our most valuable asset is our people—a fact that's reflected in our values-driven organization in which new perspectives are integral and new ideas are celebrated. ZSers are passionately committed to helping companies and their customers thrive in industries ranging from healthcare and life sciences, to high-tech, financial services, travel and transportation, and beyond.

ZS's India Capability & Expertise Center (CEC) houses more than 60% of ZS people across three offices in New Delhi, Pune and Bengaluru. Our teams work with colleagues across North America, Europe and East Asia to create and deliver real world solutions to the clients who drive our business. The CEC maintains standards of analytical, operational and technological excellence across our capability groups. Together, our collective knowledge enables each ZS team to deliver superior results to our clients.

ZS's Business Technology group helps companies define and execute their technology strategy by designing, building and operating their business intelligence (BI), cloud, data management, dashboard and analytics capabilities. Team members strategize, design and build custom IT solutions to improve our clients' commercial effectiveness.

SENIOR BUSINESS TECHNOLOGY ANALYST (SALESFORCE EXPERIENCE)

The Solution Delivery team implements technology-based solutions in the areas of business intelligence, analytics, information management, reporting and mobility. In addition, this team configures ZS's proprietary software used to streamline business processes for commercial groups at client organizations. This team takes overall ownership of the delivery of the technical solution leading the design and development phases and collaborating with other teams for business requirements and system testing.

As a Salesforce developer, the candidate will draw on their skills and experience to create modules and packages which are holistically sound which will then become a larger system, as well as contribute to discussions regarding the design of a set of solutions that will maximize the potential of the Salesforce platform.

The candidate will work on application development using best practices as well as setting up and modifying systems built within salesforce to solve some of the most exciting problems for our clients.

Experience:

- Hands on experience with Salesforce. Implementing solutions using the salesforce out of the box functionalities and custom codes as and when required.
- Hands on experience with SLDS (Salesforce Lightning Design System) design and development
- Hands on experience with LWC (Lightning Web Components) design and development
- Strong with configuration, customization, programming with APEX APIs, APEX Triggers, and implementing new instances of Salesforce.com
- Detailed understanding of the development of modules within salesforce and how those modules tie in to a broader solution
- Strong practical deployment knowledge of VisualForce, Flex, Sales Force configurations, Apex classes, APEX Web services, API, AppExchange deployment.

- High level Knowledge of an end to end implementation in Salesforce and an understanding of the development of SFDC packaged solutions.
- Experienced in configuring Workflow Alerts, Actions, Flows and Approval Workflow
- Broad understanding of SDLC concepts as well as system design including REST APIs, OAuth 2.0, SOAP
- Proficiency in programming using Salesforce.com, Java, JavaScript, and XML and their use in the development of CRM solutions

Responsibilities:

- This role will implement solutions through a combination of Salesforce configuration, and custom development on the Force.com platform
- Design and develop individual modules within the salesforce ecosystem as well as the input and output mechanisms for the modules
- Contribute to discussions regarding the design of interaction frameworks between various modules
- Understand in depth the design of the system being worked on holistically and suggest modifications to the design whenever needed
- Collaborate with Business Analysts/Salesforce Administrators/Business Leaders to understand requirements and successfully translate said requirements into the solution
- Contribute to the creation of application and technical design documents which leverage Salesforce best practices and effectively integrate Salesforce into the customer's infrastructure
- Be able to develop comprehensive unit test case scenarios to make sure that the code being developed is robust and meets all requirements
- Identification and pro-active management of risk areas and commitment to seeing an issue through to complete resolution
- Serve as an active contributor to the practice area knowledge and resource base; mentor, educate, and enrich technical and non-technical colleagues and partners
- Continuous improvement of development processes for the platform implementations using industry-standard and emerging practices like Agile, Continuous Integration, etc.
- Contribute to overall code quality by contributing to design and code reviews for the team
- Stay up to date on Salesforce releases (Einstein, Interaction Studio), new features, product roadmaps and applications available from 3rd parties on the Salesforce AppExchange

Qualifications:

- BE/BS/MS degree required, computer science preferred
- 3-5 years of experience in IT, 2+ years of experience working as a Salesforce developer
- Detailed oriented and should be able to manage numerous deadlines & deliverables
- Active Salesforce Certifications is strongly preferred
- Ability to work within a virtual global team environment and contribute to the overall timely delivery of multiple projects
- Experience with Agile development processes is preferred
- Strong communication skills – written, verbal and interpersonal
- Ability to build and maintain effective working relationships with other team members (immediate team as well as cross-functional teams)
- Strong analytical and problem-solving skills
- Self-motivated and ability to apply good judgment and decision-making skills