



Salesforce Support Desk Consultant

Empowering Success Across Continents – With over 300 thriving projects and a passionate team of 190+ global professionals, **Tether**, a *TEKenable Group company*, is committed to co-creating success through customised solutions. From Ireland to the UAE, our innovative approach shapes industries. Join us on this exciting journey towards unparalleled achievement.

When working for Tekenable, the Salesforce Support Desk Consultant will support multiple clients by resolving technical issues, optimizing system performance, and providing user guidance across various Salesforce instances. With demonstrated expertise and experience, there is an opportunity for growth in this role to eventually become the Salesforce Support Function Team Lead.

Responsibilities:

- Working with enterprise customers to achieve maximum value from their investment.
- Ensuring the customer receives everything they expected from the designated support.
- Identify issues/enhancements required by clients.
- Liaise with Support/Development team to improve the dedicated support service.
- Identify potential uses with clients.
- Learn the software and be able to demonstrate at a high level.
- Identify clients pain points and frustrations and be able to offer advice and resolutions.
- Report on platforms performance.

Salesforce System Administrator qualifications and background:

- Demonstrable experience as a Salesforce Systems Administrator.
- Salesforce ADM-201: Salesforce Administrator Certification (essential).
- Previous experience working within a Support Desk environment (resolving technical issues, optimising system performance, providing user guidance etc.).
- Experience in a customer success role utilising Salesforce.
- 1st & 2nd Line Support Experience (not essential).
- Confident & engaging.
- Commercially minded, with the ability to identify growth opportunities.
- Organised and efficient with the ability to work autonomously.
- An exceptional communicator.
- A strong team player.
- Able to multi-task, prioritise and manage time effectively.
- Self-motivated with drive and ambition to meet & exceed targets.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Benefits including - remote working, flexible working hours, health insurance, Salesforce certifications, life insurance, company trips.

TEKenable has been named as Technology Business of the Year, included in the Deloitte Fast50 for the last 4 consecutive years, and won the Deloitte Impact award. We have also been certified as a "Great place to work" for 2023. We have a global reach with operations in Ireland, the UK, Hungary, Spain, South Africa & UAE, with expertise across Financial Services, Healthcare, Agri-Food, and the Public Sector.

At TEKenable we foster a culture of diversity and inclusion as we pride ourselves on being a company represented by people of all diverse backgrounds and orientations. We are committed to providing equal employment opportunities regardless of gender, disability, sexual orientation, generation, or belief.

