



Job Description – Technical Manager

Reporting to:	Digital and IS Director
Location:	E1
Office Hours:	09:30 to 17:30

Job Objectives:

This is a central role within D&AD, the technical right hand to the Digital and IS Director. The desired candidate will be expected to take the technical lead on all Salesforce projects and be the technical point-of-call for one administrator and a business analyst. A deep understanding of administering Salesforce is a necessity, as you will be expected to both propose and implement solutions. Knowledge of data protection and security practises is preferred.

The role takes a technical lead on the delivery of information systems across all business activities, and will be expected to work on a wide range of platforms (web, mobile, apps etc.) and to plan from a technical perspective.

- Define, develop and deliver technology, systems and processes at both strategic level and implementation level.
- Administer, refine and develop integration and automation for all CRM process's
- Work with D&AD stakeholders to understand their business needs and scope the associated technical requirements.
- Communicate D&AD's digital strategy and technical operations to other teams and where necessary formally present at internal and external meetings.

Work with the Digital Director, Project manager and Developer, to oversee on-going development and ensure maintenance and integration of D&AD's digital platform including:

- D&AD website.
- Professional and Student Awards entry systems.
- Professional and Student Awards archives.
- Customer Relationship Management system (Salesforce).
- Finance systems (including online payment processing).
- Project Management system.
- Customer Helpdesk system (Zendesk).

Skills

- Extensive experience and knowledge of Salesforce, the Force.com platform and associated Apps.
- Understanding of APEX, Visualforce, SOQL (2 years minimum)
- Extensive experience and knowledge of database systems (preferably MySQL,), data development strategies and methodologies.
- Experience of programming using the following technologies:
 - APEX, Visualforce
 - Development frameworks (preferably, but not essentially, Zend and Django)
 - Server-side development (preferably, but not essentially, PHP and Python)
 - Client-side development: HTML, CSS and JavaScript.
- Expert knowledge of Microsoft Office.
- Excellent analytical and problem solving skills.
- Ability to work in a fast-paced, agile environment

Person

- Creative problem solver.
- Self-starter and pro-active.
- Organised and efficient.
- Team worker.
- Accurate and attentive to detail.
- Flexible approach to work.
- Thrives on challenge.
- Authoritative and confident, but patient and diplomatic.
- Able to communicate technical issues in layman's terms.
- Ability to manage multiple tasks in a fast-paced, deadline-driven environment.