

Argentina Jobs Expertini®

Salesforce Support Analyst

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Company: Ciklum

Location: Argentina

Category: computer-and-mathematical

Description

Ciklum is looking for a **Salesforce Support Analyst** to join our team full-time in Argentina.

We are a custom product engineering company that supports both multinational organizations and scaling startups to solve their most complex business challenges. With a global team of over 4,000 highly skilled developers, consultants, analysts and product owners, we engineer technology that redefines industries and shapes the way people live.

About the role

As a Salesforce Support Analyst, become a part of a cross-functional development team engineering experiences of tomorrow.

You will be an instrumental member of the Data & AI, Sourcing department that manages SaaS platforms used by the Sourcing team for key functions. You will collaborate closely with end users to address business challenges and opportunities. While you will be predominantly focused on Salesforce, you'll also work with other applications in our stack. You will work with bleeding-edge technologies to continuously explore new and innovative ways of supporting our internal customers.

The project is a global software investor partnering with high-growth technology, software, and Internet startup and ScaleUp companies that are driving transformative change in their industries.

Headquartered in New York City, Insight has offices in London, Tel Aviv, and Palo Alto. The company's mission is to find, fund, and work successfully with visionary executives, providing them with the right-sized, right-time practical, hands-on software expertise along their

growth journey, from their first investment to IPO.

We are looking for people who are passionate about building scalable data and tech-enabled solutions that equip the firm for future growth, and about shaping the future of Insight's data, product, and engineering practices.

Responsibilities

Analyze and Support Service Requests in the technologies you will be supporting

Drive issue resolution, develop business knowledge and apply technical alternatives

Basic to moderately complex administration and configuration issues in SFDC

User Provisioning, complex report generation, data fixes

Data Management: Develop and execute data management strategies and initiatives to support

Work closely with product teams on projects, testing and rollouts of new features and applications

Research and participate in training and stay current on related technologies

Monitor and report on service metrics and make recommendations as needed

Requirements

2-3 years of experience with Salesforce's product suite

Demonstrates proactive and professional communication skills

Provides high-quality service to all users

Strong customer service, organizational, and communication skills

Strong problem-solving, critical thinking, and analytical skills

Desire to work in a fast, high-growth environment and comfortability operating within the ambiguity that comes with that

Adaptability as it relates to changing priorities of the business

Eagerness to learn and proactively develop new skills and apply new technologies

What's in it for you

Work-life balance: 100% remote work

Competitive compensation: 100% USD salary

Benefits and care: long-term employment with 20 working-days paid vacation and local bank holidays. Your mental and physical health is our priority. You can pick the medical insurance of your choice and mental health programs plus you will have 5 undocumented sick-leave days per year

Tailored education path: boost your skills and knowledge with our regular internal events (meetups, conferences, online workshops), Udemy license, language courses and company-paid certification

Opportunities and growth environment: we value our specialists and always find the best options for them; share your experience and level up your expertise with a community of skilled professionals, locally and globally. Our Internal Mobility Program helps change a project if needed to help you grow, excel professionally and fulfill your potential

Global impact: work on large-scale projects that redefine industries with international and fast-growing clients

Welcoming environment: feel empowered with a friendly team and informal atmosphere within the company

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