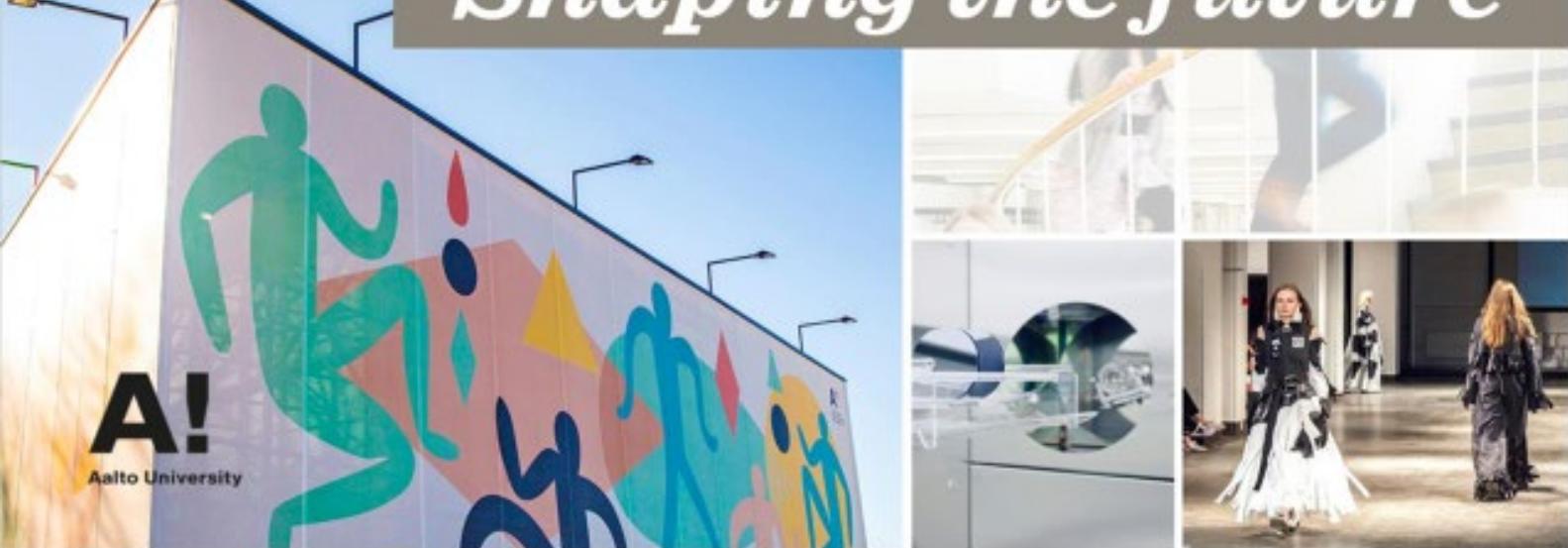**Shaping the future**

Salesforce Core Developer

Aalto University
IT Services

Aalto University

Aalto University

Multidisciplinary community of bold thinkers where science and art meet technology and business

Aalto University is a university where research, art and education are promoted hand in hand. We are committed to **identifying and solving grand societal challenges** and building an innovative future.

With high-quality research we aim at **creating significant impact** on the international scientific community, industry and business, as well as the society at large. Disciplinary excellence is combined with multidisciplinary activities, engaging both students and the local innovation ecosystem.

Aalto has **six schools** with 12 000 students and more than 400 professors. We are an international community: 40% of our academic faculty have an international background.

Aalto University was founded in 2010 as **three leading Finnish universities**, Helsinki University of Technology, the Helsinki School of Economics and the University of Art and Design Helsinki, were merged.

We have a **vibrant campus** in Espoo, in the Greater Helsinki region. The campus is developing into a unique, open **innovation hub** and a centre of collaboration that attracts partners from all around the world. It encourages sharing of ideas, inter-disciplinary encounters, creativity, growth and entrepreneurship.

Watch videos! Here you can find what Aalto is all about.

A"
Aalto University

"Liberal, multicultural and never dull", says an Aalto IT expert. Read more about what it is like to work in Aalto IT services and watch a video here: https://duunitori.fi/tyoelama/aalto-universitys-it-experts-in-spotlight

More info at aalto.fi

Working at Aalto

Why is a career at Aalto University an excellent choice?

Collaboration reimagined

At Aalto University, a unique combination of science, art, tech, and business brings talent together to shape a sustainable future. Collaboration that breaks boundaries is where big, unlikely ideas, come to life. We have nearly 12 000 students and 4 000 employees, but the whole innovation ecosystem at the Otaniemi campus is much bigger.

Joint direction

Sparking people to find their own paths and make an impact is ingrained in our culture. Some of us call it research, knowledge or critical thinking. Some might call it innovation, radical creativity or entrepreneurial mindset. We help each other thrive, focusing on the community and people, teaching and learning from one another, infrastructures and campus, and services. Everyone has their passion, but it's all our diverse viewpoints that can together make an impact.

Culture that inspires and includes everyone

It's the people that create Aalto, now and in the future. We want to be an open community where equality and inclusion enable curiosity, innovation, collaboration and wellbeing. We constantly keep learning to find the most impactful ways to empower – and invest in – our people.

We actively support **the career and competence development** of our staff by creating opportunities for career advancement, flexible job rotation or moving on to a parallel career. We also offer a wide variety of training and development solutions for personal and professional growth at each stage of your career. [Read more](#).

Diversity is part of who we are. We actively work for caring and **inclusive** working culture where everyone can feel safe and welcome. Our environment is multicultural, widely English-speaking and its easy to settle in, wherever you come from. 40% of our academic faculty comes from outside of Finland.

Because of our goals, we have **high ambition level** in everything we do. At the same time, we believe that great results can only come from **healthy and happy employees**. We have reasonable working hours and longer than usual holidays. Also, we offer comprehensive private occupational healthcare services to all our employees.

A"

Aalto University

IT Services

Top-level science and art require support from top-level experts

Aalto University has a strong focus on digitalization, development and creating new. Working with us you will get to see and experience the latest developments in IT industry and take part in big changes.

Aalto IT Services has a key role in supporting digitalization by producing top-level services for researchers, teachers, students and staff members to make their work easier, more flexible, comprehensive and secure regardless of time and location.

We are trailblazer in digitalization.
For example, we have:

❏ Strong research competence: e.g., big data, machine learning, algorithms, software, cybersecurity, user interface
❏ Multi-disciplinary applications in focus: e.g., industrial internet, new process technologies, service economy, gaming industry
❏ Tight collaboration with industry
❏ Active startup community

Join us in Digital Aalto journey!

At Aalto, we've already come far in our digitalisation journey. We have a strong research environment and attractive educational offerings supported by digitalisation, as well as a track record of running teaching and research activities online. We use and develop modern digital platforms for a wide range of services. Our next goal is to become a forerunner as a data-driven university.

Digitalisation is a key driver and enabler for Aalto's strategic goals:

❏ Enabling clusters of excellence and developing infrastructures for research & design
❏ Enhancing education and elevating student experience and quality of learning
❏ Building innovation, creative and entrepreneurial ecosystem
❏ Investing in community & people, physical and digital infrastructures and services

A!
Aalto University

At Aalto, we support experimentation culture: we fail fast and learn fast - together.

Aalto University's IT Platforms & Development Function

Salesforce Platform

Data Warehouse

IAM

Data Management

Solution Consultation

Azure Cloud Platforms

AI / Machine Learning

We offer platforms and capabilities for better use of information and develop ways of working in IT-system development

Our unit consists of 20+ highly skilled and talented experts, many of whom are recognized nationally. We work in three teams – **Service Platform, Integrations and Data Asset & Project Management**. We are the backbone of Aalto's digitalization roadmap.

Our unit comprises e.g., the areas of On-premises and Cloud Platforms, Digital Workflows, Solution Consultation, AI / Machine Learning, Integrations, Data Warehousing & Analytics, Identity and Access Management, Collaboration, external project managers and project management & IT development methods.

Our way of working

Our way of working is independent and self-directive. We rely on our people's expertise and give them responsibility.

We are the early innovators in IT with passion for exploration and experimentation with the latest technologies.

We actively drive IT development in our university and want to take our tools and agile processes to the next level ensuring customer value.

Some experiences from a Salesforce core developer who joined our team in the beginning of 2021:

"Good and supportive team helps me to manage my work. Every team member is exceptionally talented and experienced in their field. They are very approachable and always come forward and help me in their areas, give good suggestions how to proceed and tell me how things work in university environment.

Aalto offers me long term benefits and development opportunities. I work in interesting projects with a wide range of Salesforce products. I am able to continuously develop my Salesforce competence, mentor others and the option is always open that I can also learn about other technologies. Aalto will continue offering me interesting opportunities.

Aalto also offers me balance and wellbeing. Both our management and HR encourage healthy atmosphere. They encourage us to do some fitness and improve ergonomic aspects – not just talking but leading by example. Since joining Aalto I have already achieved better wellbeing and more family time."

Salesforce Core Developer

Want to be a game changer? Then join us in developing Aalto University's IT!

Your role and goals

We are looking for two different developers for Salesforce Service cloud and Experiment cloud roles. Salesforce developers participate in the implementation of software development efforts, including coding and configuration, maintenance tasks, installation, testing, and debugging, as well as managing timelines and producing technical documentation.

In this role:
- Perform configuration and customization of the Service Cloud ,Experience Cloud and Salesforce platform.
- Release deployments, version control and API access
- Participate in efforts to planning, develop, testing, training and documentation in Aalto Salesforce environment
- Willing to be hands-on in producing tangible deliverables (requirements specifications, design deliverables, status reports, project plans)
- Ensure best practices to perform operational support, enhancements, bug fixes as needed to the Salesforce platform
- Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and "how-to" assistance.
- Salesforce configuration and customization using Flows, Apex and LWC
- Experience in developing the inbound and outbound integrations
- Contribute to the other salesforce related development and maintenance activities

What we offer

We offer you an interesting, responsible, challenging and contributing role in the heart of Aalto's digitalization. Your work will have direct impact to the research, teaching and societal impact at Aalto University.

An exceptionally rich and versatile IT environment with leading edge technologies and latest developments in the field of IT research. Our significant in-house IT resources and capabilities enable experimenting and committed long-term IT development.

Great possibilities for competence development and career advancement: we are looking for potential to grow into future positions.

Top talented self-directive IT experts co-creating a culture of trust and learning.

What we are looking for

Your experience and ambitions

You have experience in Salesforce Service Cloud, Experience Cloud implementation:

- Must have **Platform Developer I**, **Salesforce Service Cloud or Experience Cloud** certifications
- Advantage if you have Platform Developer II certification
- Advantage if you have knowledge on other products such as Education Cloud, Tableau CRM
- Sharing and Security concepts in Salesforce
- Salesforce configuration/Customization using Flows,Apex,LWC
- Work experience in integrating Salesforce with other systems.
- Knowledge on DevOps automation using Github actions for the deployments

You follow the field actively and have a good understanding of the latest trends.

You are based in Finland

You work well independently and together with team members

You have good cooperation and communication skills.

More than anything, we hope you are passionate about your field of work and enthusiastic about constantly innovating and learning something new together with others.

With your customer service orientation and capability to influence in matrix organization, you are able to participate agile and culture in collaboration across the University.

Aalto University is an international working environment, so we expect you to have good English language. Finnish language skills are an advantage.

Would you like to join our Service Platform team?

Aalto University – a community of game changers

aalto.fi

A"

Aalto University