

## Role Description

### Technical Consultant (m/f/d)

**You are an expert in digital transformation and want to combine your passion for customer collaboration with your love for new technologies focusing the technical side of things? You enjoy solving complex challenges, developing innovative solutions, and improving and optimizing our customers' business processes?**

**For you, it's not just about what you do, but also about the surrounding environment? An inspiring, motivating, but also appreciative corporate culture is important to you? You are a team player and value a respectful and supportive team spirit?**

**Then welcome to maguro professional services!**

As a Technical Consultant, you are a versatile expert and important partner for our customers, supporting them in the implementation and customization of Salesforce solutions to optimize and automate their business processes.

#### **You are responsible for:**

- Conducting workshops to understand and solve our customers' goals, vision, and challenges,
- Providing a technical solution design that meets our customer's needs, adheres to Salesforce best practices and is scalable,
- Configuring and customizing Salesforce by enhancing standard objects, creating flows, setting up profiles, and permissions,
- The implementation and documentation of our solutions according to the solution design, specifications, and quality standards,
- Supporting our customers by migrating data from legacy systems, and integrating Salesforce with other systems, such as ERP, PIM, Marketing Automation, or the like,
- Conducting proper quality assurance to ensure that our solution is functioning as expected,
- Hand-over and knowledge-transfer to our customer's technical Stakeholders (IT teams, Salesforce Admins, etc.) via trainings, and/or shadowing,
- Taking ownership and accountability of outcomes and deliverables and deliver technical solutions to a high-quality standard,
- Leading and managing interaction and collaboration with our customers, as well as managing customer and stakeholder expectations,
- Supporting our customers and building trust through authenticity, empathy, and technical expertise,
- Adhering to appropriate development and governance frameworks (quality assurance, release processes, etc.),

- Identifying and highlighting risks, assumptions, and constraints to the relevant stakeholders in time, as well as actively offering solution proposals or mitigations,
- Supporting presales activities and working closely with consulting, and development teams,
- Staying up to date with market trends, new Salesforce features and releases, and continuous development,
- Participating in and actively conducting knowledge sharing, as well as mentoring and coaching our teams,
- Collaborating closely with the management, marketing, and consulting teams for regular alignment regarding corporate goals and continuous development of our portfolio together with our partners.

**You bring the following qualifications:**

- A strong consulting mindset and customer and team orientation combined with high initiative,
- A completed degree in computer science, software development, business informatics, or a comparable education,
- A strong understanding and experience working with Salesforce as a platform, with all its features and functionality including the data- and security model, automation tools, user interface, reporting, and analytics,
- Several years of professional experience (5+ years) in commercial software design and development and in a range of technologies (e.g. Java, .NET, Apex, Javascript, CSS),
- An understanding of Customer 360 with comprehensive knowledge in Platform, Apex and Lightning development,
- A deep understanding of our customers' business processes and the ability to develop solutions that automate or optimize these processes,
- A good understanding of database concepts with a strong knowledge in SQL but understanding concepts of noSQL databases, too,
- A good understanding of modern workplace delivery frameworks such as design thinking, CI/CD, DevOps, and agile development methods (Kanban, Scrum),
- The latest relevant Salesforce certifications for the role, such as, Salesforce Certified Platform Developer I and II, Salesforce Certified Administrator, Sales Cloud, Service Cloud, Commerce Cloud, Experience Cloud, etc.
- Excellent technical expertise, good analytical and project management skills, as well as extraordinary customer orientation and (very important!) a lot of fun and joy in working with new technologies and developing innovative solutions for our customers,
- And last but not least... strong social skills, empathy, and excellent communication and presentation skills in both German and English.

**Our offer, your advantage:**

In addition to a challenging and responsible role with plenty of room for creativity, we offer an environment where you can develop and grow, while feeling safe and supported. We place particular importance on a culture of appreciation, team spirit, respect, trust, and support.

Our offer also includes:

- ***Mobile working and flexible working hours*** – our employees decide for themselves when and where they work best and can balance their private and professional lives well; whether virtually from home or in person at the office, we provide plenty of space for exchange, collaboration, and creative ideas.
- ***Learning, developing, and growing beyond yourself*** –
  - building new skills through training and further education opportunities, leadership, and mentoring programs,
  - receiving new perspectives through team development, coaching, feedback, and development discussions,
  - and trying something new with job rotation and various project and partner formats.For us, (people) development is not just a benefit, it is part of our DNA and indispensable for not only surviving but also growing and unfolding in a constantly changing world. Let's rock the challenges!
- ***Growing together, benefiting together*** – our employees are at the center of our business! Only with satisfied, engaged people who enjoy what they do, will we be successful together! And for this reason, we want to share our success with our employees and offer maguro stock options.
- ***Together for a better world*** – sustainability is a matter of heart for us; whether it's sustainable mobility with a job ticket or business trips by train, regional organic products in the office kitchen, or corporate philanthropy models (pledge1percent.org)... together with our employees, we decide where we can make a real contribution to more sustainability and thus make our world a little bit better.

Do you identify with the tasks, description, and our corporate culture?

Great! Then apply now at [hello@maguro.de](mailto:hello@maguro.de).

We look forward to hearing from you! 😊