

Manager, Application Support (SIT-Connects)
Singapore Institute of Technology

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Posted Dec. 26, 2024, set to expire Jul. 5, 2025

Job Title Manager, Application Support (SIT-Connects)
Department Digital Transformation Office
Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Dec. 26, 2024

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Computing/Informational Services

Job Website <https://careers.singaporetech.edu.sg/cw/en/job/498824/manager-application-support-sitconnects>

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Job Description

Manager, Application Support (SIT-Connects)

Job no: 498824

Department: Digital Transformation Office

Contract type: Contract

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SIT has embarked on the development and implementation of a new digital platform for learner management operation which is integrated with the customer relationship management to provide a

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seamless learning and student-life journey for our learners. The platform built on Salesforce Education Cloud, known as SIT-Connects, is progressively developed to integrate PET, and other CET learner management operations. This role is pivotal in ensuring the smooth operation, maintenance, and enhancement of our Salesforce ecosystem to meet organizational objectives. The ideal candidate will possess a strong technical background, exceptional problem-solving skills, and a proven track record in application support.

Job Responsibilities:

You will be responsible for application support and maintenance, incident and problem management to ensure smooth operation of Salesforce platform.

- Handle the day-to-day operations and support for the Salesforce platform, ensuring high availability, performance, and reliability.
- Proactively monitor and resolve system issues, errors, and performance bottlenecks. Ensure compliance with SLAs (Service Level Agreements) for issue resolution and system uptime.
- Lead the investigation and resolution of incidents and recurring problems, implementing preventive measures to mitigate future occurrences.
- Act as the escalation point for critical issues and liaise with stakeholders to ensure timely resolution.
- Communicate effectively with both technical and non-technical audiences to provide updates on system status and support activities.
- Ensure adherence to IT governance policies, security standards, and data protection regulations.

Requirements

- Degree in Computer/Computer Science or Electronics Engineering or Information Technology or equivalent.
- At least 5 years of experience in application support, with a minimum of 2-4 years specifically managing Salesforce platforms.
- Strong understanding of Salesforce architecture, administration, and customization.
- Proficiency in Salesforce tools such as Service Cloud, Sales Cloud, or Marketing Cloud. Knowledge of Apex, Visualforce, Lightning components, and integration frameworks is a plus.
- Strong analytical and troubleshooting skills with a proactive approach to issue resolution.
- Strong team player who is proactive, quality-conscious, and results-oriented.

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Advertised: 26 Dec 2024 Singapore Standard Time

Applications close:

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31 Jan 2025 Singapore Standard Time

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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