

The logo for 'enzen' is a white hexagon with a thin white border, containing the word 'enzen' in a lowercase, sans-serif font. It is positioned on an orange background that has a decorative, angular shape extending from the left edge of the page.

Salesforce Architect

Band: 4.1 - Principal Consultant

Location: London

Hybrid: Client office in London 3 days a week

Reports to: Matt Johnson - Chief Digital Officer

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About Enzen

Enzen is a global knowledge enterprise that focuses on gaining, refining and sharing expertise in the energy and utility sector. It provides strategic advisory and delivery of outcome-driven solutions to leading businesses, governments, non-governmental organisations and not-for-profits.

We work with customers across the value chain to deliver sustainable and lasting improvements to their efficiency and performance, adding value to their bottom line. Enzen is unique in providing a wide range of strategic advisory, engineering services and solutions end-to-end for the power, water, gas and renewable energy sectors, supported by our specialised Centres of Excellence.

Founded in 2006, the business has since grown and developed across the globe, with a presence in Australia, India, Portugal, Spain, Turkey, the UK and USA.

Role Summary

We have seen an unprecedented growth in our UK business over the last 12 months. Together with a strong pipeline of opportunities, we need exceptional talent to deliver on our ambitions for 2021 and beyond.

The Salesforce Lead Architect is responsible for driving Salesforce solution technical and business design and as well as strengthening our partnership with Salesforce within the UK.

Reporting to the Digital Enterprise CoE, the role functions as the SPOC within the new business development team for all Salesforce related matters including the liaison between the assigned account team, customers, and professional services delivery resources, which include both in-house and partner delivered services. As a member of the CoE you will also be responsible for setting standards, defining best practices as well as research and innovation. You will also work on delivery projects shaping Salesforce architectural design and providing architectural quality assurance across multiple programmes.

You will be expected to take a consistently proactive approach to developing Salesforce technical solutions (this includes leading the development of new Salesforce Intellectual property based on existing non-Salesforce solutions, developed by the Enzen group) and work to develop and enhance our partnership and innovation within the Salesforce Partner ecosystem.

You will scope professional services opportunities and assist in the creation and delivery of proposals and Statements of Work (SoW) to customers.

The Salesforce Architecture Lead will be required to maintain an advanced level of Salesforce technical knowledge across a deep set of foundational technologies as well as at least one specific Salesforce technology at the Mastery level of competency

Key Responsibilities

- Participates in sales activities at a customer level with the account manager and /or Business Development Manager BDM
- Performance and success measured by contribution to GP performance of UK and individual accounts.
- Analyze & gather business requirements from large & complex client environments and perform required research and investigation to identify and create thorough, accurate technical solution proposals based on client requirements.

- Define, Design and Delivery Salesforce Architectural designs
- Work with BDMs to drive new business opportunities within the existing account base as well as supporting new customer acquisition activities as assigned.
- Prepares cost estimates for Salesforce as well as professional services (deployment, migration, implementation, workshops, etc.) by studying blueprints, plans, and related customer documents; consulting with other engineers, architects, practice leads and other professional and technical personnel (both internal and external).
- Develop overall solutions including high-level design (e.g.-Whiteboarding), statements of work (SOW), service design and bills of materials (BOM).
- Contributes to service delivery and engineering effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action; implementing directives.
- Assist and own Salesforce partnership/alliance functions. This may include being primary contact for Partner/Channel Account Managers and assisting in GTM and business planning as well as driving forward programmatic initiatives.
- Develop relationships and act as liaison to local Salesforce partners
- Ensure available Enzen wide Salesforce resources are being utilized where appropriate.
- Act as a technical evangelist for marketing activities including speaking/presenter engagements at conferences, conventions, user groups, webinars, etc.
- Partner with stakeholders and drive solution marketing activities by preparing and delivering content and messaging.
- Drive sales enablement of new and innovative solutions that come into our portfolio
- Flexible travel required.
- Maintain and acquire advanced level technical certification in assigned areas and maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.

Desired Experience

- 5+ years or equivalent in the areas:
- Salesforce architecture design.
- Experience in Salesforce Delivery
- Experience in the Salesforce Ecosystem
- Knowledge of Salesforce UK and alliances
- Salesforce cloud deployments and migrations.
- Technical pre-sales
- Team leadership.
- Ability to sell, scope price with limited support.
- Significant hands-on Salesforce experience in on premise cloud and public cloud solutions architecture.
- Documented successful sales of enterprise-wide advanced technology SALESFORCE cloud solutions.
- TOGAF Preferable or Equivalent Certification.
- Leadership / Development of Salesforce Cloud Platform solutions
- Lead the development of innovative solutions
- Ability to independently conduct meetings with engineering-level, management-level or executive level customer personnel in regard to positioning sales and solutions.
- Salesforce Service Cloud - Technical Architect [Looking for a techno functional role who can provide assurance on best practices to customer]
- Fully SF certified for the role - MUST HAVE
- Demonstrable experience of at least 3 full lifecycle service cloud implementation
- Creating user journeys, user experience design
- Case Management - All features
- Agile delivery methodology
- Omni Channel User Experience

- Integration with SAP, Payment Gateway - MUST HAVE
- Chat Bots and other similar features
- Demonstrable business knowledge in the areas of Customer facing processes, user experience design- utilities experience is preferred
- Excellent client engagement and presentation skills

Desired Education

- University degree preferred (in the field of Information Technology and/or or equivalent combination of experience and education; Master's degree preferred).