# Position Vacancy
## ICT CRM Application Support Coordinator – 12-month maternity leave contract

### January 2023

### About Us:
Foodbank Victoria is an independent not-for-profit organisation with 90 years' experience providing food relief to individuals and families experiencing hardship. We are the largest provider of food relief in Victoria. Our vision is healthy food for all Victorians.

Annually we distribute the equivalent of 18 million meals across metro, regional and rural communities. We work with a network of over 900 corporate and community partners to source and distribute food with the aim of helping to improve the lives of Victorians that need our support.

### Why we're right for you
You'll join a passionate and creative team based in Yarraville, Melbourne where the village vibe, art deco dwellings and coffee culture are legendary. Our mission is critical, our vision is bold, and our marketing plans are ambitious. You know that cliché 'no two days are the same'? Ours is more like 'no two hours are the same.'

### What you'll do:

- Provide business support for CRM, responsible for system performance and critical issue resolution.
- Provide Level 2 and 3 application support to our key business applications.
- Respond to customer requests to support business operations.
- Serve as the system administrator for Salesforce and Pardot.
- Monitor Integration field mapping and QA data between Salesforce and external systems such as Pronto.
- Responsible for the building and deploying functionality between sandbox and production environments.
- Facilitate training programs for new users in key supported applications.
- Work closely with customers to manage the roll out of new CRM solutions.

### Why you're right for us:
- Passionate about our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity and respect.
- Previous experience providing user support in cloud-based database environments.
- Experience building and deploying functionality between sandbox and production environments.
- Ability to capture and communicate technical changes.
- Experience with CRM/ERP integration projects will be highly regarded.
- Ability to support and manage Azure and O365 applications.
- Exceptional organisational and time-management abilities.
- Confident communicating with people at all levels in an engaging and approachable manner.

### We can offer you:
- Access to salary packaging benefits to increase your take home pay
- Staff satisfaction rates above 80%
- An organisation focused on employee wellbeing
- Supportive team environment that embraces change and innovation

## Keen to apply?

- Please review the Position Description on our website in the 'Careers' section at www.foodbankvictoria.org.au and get to know us before you apply.
- Email your application to IT.employment@foodbankvictoria.org.au
- Applications to include an up-to-date resume and cover letter