

Technical Architect, Mulesoft

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Company: Salesforce, Inc.

Location: Indonesia

Category: other-general

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Technical Architect, Mulesoft Apply remote typeOffice - Flexible locations Indonesia - Remote time typeFull time posted on Posted 2 Days Ago job requisition idJR240015 To get the best candidate experience, please consider applying for a maximum of 3 roles within 12 months to ensure you are not duplicating efforts. Job Category Customer Success Job DetailsAbout Salesforce We're Salesforce, the Customer Company, inspiring the future of business with AI+ Data +CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place. MuleSoft's Professional Services team works across every technology and system to deliver solutions to customers in every industry. As a Technical Architect on our Services team, you will have the opportunity to enable our customers to understand and employ MuleSoft technology hands-on while coaching and mentoring elite members of a fast-paced, growing organization. You will be an influencer and thought leader with in-depth technical expertise, credibility, and field experience to establish yourself as a subject-matter expert in a company leading innovation within the integration services industry. What you'll achieve: 3 months: Participate in MuleSoft Technical Product and Consulting Services training,

methodology, and enablement

Begin participation in field activities with clients by shadowing seasoned architects and practicing enablement gained from training

Begin to execute MuleSoft implementations for customers and start on your journey to internalize business outcomes and business context relevance to MuleSoft implementation methodologies and approaches

Complete MuleSoft technical certifications and fully ramp on technology and implementation methodologies; start to develop and contribute subject matter expertise and project deliverables to internal knowledge exchange

Begin mentorship and guidance of junior Services team members and help to build out our services organization

12 months: Continue to lead technical teams through multi-phased delivery projects and provide hands-on delivery guidance to influence standards for development, governance, and operational life cycle

Evangelize frameworks, project deliverables, best practices/policies and implementations to internal collaboration networks and IP sharing

Identify opportunities to expand MuleSoft footprint and drive further services and customer service, lead multiple engagements simultaneously, and drive partnerships and cross collaboration with MuleSoft partners, SIs, and 3rd Parties

Identify ongoing risks and pain points throughout project experiences in the field and contribute to developing and implementing internal mitigation measures to meet customer needs

Evangelize, train, coach, and mentor Services team members on hard technical skills and soft skills

Identify opportunities and efficiencies in customers IT operating model, and support implementation of the SLDC pipeline to get greater value out of the MuleSoft platform.

Lead development of technical brown bag sessions and publish/facilitate reusable content to the field

Work with MuleSoft product leadership providing valuable product insight, guiding product direction and features.

Deliver compelling presentations, architectural blueprint documents, and requirements-gathering workshops to influence the strategic direction of our projects and lead customers through solution design

What you'll need to be successful: Experience leading integration teams and architecting solutions

Demonstrated experiences architecting services integrations with at least two of the following:

- MuleSoft or other solutions (e.g., IBM, BEA, Oracle Fusion, TIBCO, Dell Boomi, Progress Sonic, etc.)
- API Management solutions (Apigee, Mashery, etc)
- one or more on-premise/SaaS packaged COTS (Commercial Off-the-Shelf) solutions for ERP, CRM, e-Commerce, or mobile (e.g. Salesforce.com, NetSuite, Oracle, Siebel, SAP, WorkDay, etc.)

Demonstrated experience managing and architecting for multiple technical integration project SDLCs (Software Development Life Cycle) end-to-end, sometimes simultaneously

Working knowledge of on-premise/cloud-based infrastructures, SDLC pipelines,

and deployments/configurations and definition/evangelism of best practices/standards Demonstrated ability to effectively architect solutions within a diverse technical team of client, SIs, contractors, and internal teams Experience leading technical teams and mentoring junior level resources, consultants, and clients while leading internal initiatives to grow Services organization practices Demonstrated experience with High-Availability, Fault-Tolerance, Performance Testing and Tuning parameters on multiple engagements Demonstrated expertise in architecting, implementing, and supporting enterprise-grade technical solutions meeting complex business requirements while evangelizing integration methodologies and supporting business case justification to C-level executives Experience driving technical workshops with technical and business clients to derive value added .services and implementations Ability to travel up to 35% of the time (varies depending on customer needs, focused within Region) Tim Layanan Profesional MuleSoft bekerja di setiap teknologi dan sistem untuk memberikan solusi kepada pelanggan di setiap industri. Sebagai Arsitek Teknis di tim Layanan kami, Anda akan memiliki kesempatan untuk membantu pelanggan memahami dan menggunakan teknologi MuleSoft secara langsung sembari melatih dan membimbing anggota elit organisasi yang bergerak cepat dan berkembang. Anda akan menjadi influencer dan pemimpin pemikiran dengan keahlian teknis yang mendalam, kredibilitas, dan pengalaman lapangan untuk menjadikan diri Anda sebagai ahli dalam bidangnya di perusahaan yang memimpin inovasi dalam industri layanan integrasi. Apa yang akan Anda capai: 3 bulan: Berpartisipasi dalam pelatihan, metodologi, dan pemberdayaan Produk Teknis dan Layanan Konsultasi MuleSoft Mulai berpartisipasi dalam kegiatan lapangan dengan klien dengan membayangi arsitek berpengalaman dan mempraktikkan pemberdayaan yang diperoleh dari pelatihan Mulai menjalankan implementasi MuleSoft untuk pelanggan dan memulai perjalanan Anda untuk menginternalisasi hasil bisnis dan relevansi konteks bisnis dengan metodologi dan pendekatan implementasi MuleSoft Menyelesaikan sertifikasi teknis MuleSoft dan sepenuhnya menguasai teknologi dan metodologi implementasi; mulai mengembangkan dan menyumbangkan keahlian subjek dan hasil proyek untuk pertukaran pengetahuan internal Memulai bimbingan dan bimbingan anggota tim Layanan junior dan membantu membangun organisasi layanan kami 12 bulan: Terus memimpin tim teknis melalui proyek-proyek pengiriman multi-fase dan memberikan panduan pengiriman langsung untuk memengaruhi standar pengembangan, tata kelola, dan siklus hidup operasional Menginjili kerangka kerja, hasil proyek, praktik/kebijakan terbaik, dan implementasi ke jaringan

kolaborasi internal dan berbagi IPMengidentifikasi peluang untuk memperluas jejak MuleSoft dan mendorong layanan lebih lanjut dan layanan pelanggan, memimpin beberapa keterlibatan secara bersamaan, dan mendorong kemitraan dan kolaborasi silang dengan mitra MuleSoft, SI, dan Pihak KetigaMengidentifikasi risiko dan masalah yang sedang berlangsung selama pengalaman proyek di lapangan dan berkontribusi dalam mengembangkan dan menerapkan langkah-langkah mitigasi internal untuk memenuhi kebutuhan pelangganMenginjili, melatih, melatih, dan membimbing anggota tim Layanan tentang keterampilan teknis dan keterampilan lunakMengidentifikasi peluang dan efisiensi dalam model operasi TI pelanggan, dan mendukung implementasi pipeline SLDC untuk mendapatkan nilai yang lebih besar dari platform MuleSoft.Memimpin pengembangan sesi brown bag teknis dan mempublikasikan / memfasilitasi konten yang dapat digunakan kembali ke lapanganBekerja dengan kepemimpinan produk MuleSoft untuk memberikan wawasan produk yang berharga, memandu arah dan fitur produk.Menyampaikan presentasi yang menarik, dokumen cetak biru arsitektur, dan lokakarya pengumpulan persyaratan untuk memengaruhi arah strategis proyek kami dan memandu pelanggan melalui desain solusiApa yang Anda perlukan untuk menjadi sukses:Pengalaman memimpin tim integrasi dan merancang solusiMemiliki pengalaman dalam merancang integrasi layanan dengan setidaknya dua dari yang berikut ini:MuleSoft atau solusi lainnya (misalnya, IBM, BEA, Oracle Fusion, TIBCO, Dell Boomi, Progress Sonic, dll.)Solusi Manajemen API (Apigee, Mashery, dll.) Satu atau lebih solusi COTS (Commercial Off-the-Shelf) yang dipaketkan di lokasi / SaaS untuk ERP, CRM, e-Commerce, atau seluler (mis. Salesforce.com, NetSuite, Oracle, Siebel, SAP, WorkDay, dll.)Menunjukkan pengalaman mengelola dan merancang untuk beberapa proyek integrasi teknis SDLC (Siklus Hidup Pengembangan Perangkat Lunak) dari ujung ke ujung, terkadang secara bersamaanPengetahuan tentang infrastruktur berbasis on-premise / cloud, pipeline SDLC, dan penerapan / konfigurasi serta definisi / penginjilan praktik / standar terbaikMenunjukkan kemampuan untuk merancang solusi secara efektif dalam tim teknis yang beragam yang terdiri dari klien, SI, kontraktor, dan tim internalPengalaman memimpin tim teknis dan membimbing sumber daya tingkat junior, konsultan, dan klien sambil memimpin inisiatif internal untuk mengembangkan praktik organisasi LayananPengalaman yang ditunjukkan dengan parameter Ketersediaan Tinggi, Toleransi Kesalahan, Pengujian Performa, dan Penyetelan pada beberapa keterlibatanKeahlian yang ditunjukkan dalam merancang, mengimplementasikan, dan mendukung solusi teknis tingkat perusahaan yang memenuhi persyaratan bisnis yang kompleks

sambil mengevangelisasi metodologi integrasi dan mendukung pembenaran kasus bisnis kepada eksekutif tingkat CPengalaman memimpin lokakarya teknis dengan klien teknis dan bisnis untuk mendapatkan nilai tambah layanan dan implementasiKemampuan untuk melakukan perjalanan hingga 35% dari waktu (bervariasi tergantung pada kebutuhan pelanggan, difokuskan di dalam Wilayah) Accommodations If you require assistance due to a disability applying for open positions please submit a request via this Accommodations Request Form . Posting StatementAt Salesforce we believe that the business of business is to improve the state of our world. Each of us has a responsibility to drive Equality in our communities and workplaces. We are committed to creating a workforce that reflects society through inclusive programs and initiatives such as equal pay, employee resource groups, inclusive benefits, and more. Learn more about Equality at www.equality.com and explore our company benefits at www.salesforcebenefits.com . Salesforce is an Equal Employment Opportunity and Affirmative Action Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Salesforce does not accept unsolicited headhunter and agency resumes. Salesforce will not pay any third-party agency or company that does not have a signed agreement with Salesforce . Salesforce welcomes all. About Us We're Salesforce, the Customer Company, inspiring the future of business with AI + Data + CRM. Leading with our core values, we help companies across every industry blaze new trails and connect with customers in a whole new way. And, we empower you to be a Trailblazer, too — driving your performance and career growth, charting new paths, and improving the state of the world. If you believe in business as the greatest platform for change and in companies doing well and doing good – you've come to the right place.

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