

## Business Analyst II - Salesforce

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Company: S&P Global

Location: , , Pakistan

Category: other-general

About the Role:Grade Level (for internal use):09The Role: Salesforce Business Analyst/AdminThe Team: Each of our employees plays a vital role—uncovering the essential intelligence that our clients rely on day in and day out to make the decisions that matter. Our 45,000 employees come from all walks of life and all corners of the globe, but they are all committed to the exact same thing—making a genuine impact with the work that they do.We pursue excellence in everything we do. We value results, encourage teamwork, and embrace change. Our team is responsible for the design, architecture, develop, and implement CRM and Oracle Financial Cloud applications for the organization wide needsThe Impact: As a Salesforce BA (CPQ) who works in our Business System Analyst role you will use your extensive Salesforce Platform skills experience to help lead and improve the S&P Global Salesforce Platforms. You will make strategic decisions on the future state of the platform, as well as lead large Platform wide projects on all facets of the Salesforce application, from Service Cloud, Sales Cloud, App Partners and moreWhat's in it for you: This position provides an unprecedented opportunity to shape the future of the S&P Salesforce Instances. You will provide leadership to a large team of in-house Salesforce professionals and become a visionary in the future state of the platform as it scales out across the division. You will have the opportunity to design solutions based on Salesforce best practices and use your technical project management skills to lead large projects end to end in an Agile environment across one or multiple CRM teams. You will also mentor and eventually manage a team of highly skilled professionals.Responsibilities: Required 2+ Years of experienced Salesforce Business Analyst / Administrator (CPQ preferred) with excellent

communication skills Provide strategic direction for the Salesforce system and work with various stakeholders to establish and implement best practices with regards to system configuration, unit testing, maintenance, security and access controls, and data integrity Administration of the Salesforce environment including customizing and implementing, security model, custom applications, object Management, Salesforce CPQ, Salesforce Billing, Salesforce Advanced Approvals Coordinate testing and manage deployment of software updates. Minimum 1 years of CPQ development Utilize leadership skills in mentoring other Salesforce Administrators Work in partnership with key business users, identify potential ways of improving the efficiency and/or effectiveness of current business operations Build a deep technical understanding and expertise of how the order to cash business operates departmental/divisional structure, functions, processes, procedures and current application functionality. Assist with the design of Salesforce solutions and project planning. Add value in all stages of project work (definition, development, deployment) Deployment planning. Understanding of Automated Deployment tools Copado/Version Control system is highly preferred Strong background in Salesforce Sales module Must know how to migrate data from using tools like data loader, work bench, dataloader.io to perform data migration Lead & Coordinate with QA, UAT and Go-Live Activities What We're Looking For: Experience with Salesforce CPQ, Billing and Advanced Approvals, SFDC integration, and ERP integrations Should have a thorough understanding of configuration of salesforce.com (flows, validation rules, approval process, custom formulas, page layout, and record types). Thorough knowledge of delivering projects in an agile scrum environment Able to provide leadership, participate and be a productive member of the team. Must be able to manage time with multitasking. Knowledge or working experience in order to cash systems /CPQ would be a plus Be the lead subject matter expert in driving the industry best practices for the CRM ecosystem and associated integrated tools Basic Qualifications: Strong initiator and ability to work with limited supervision Experience in Lightning is preferred Proficient in continuous integration environments Ability to continuously learn and develop new skills to maintain technical currency Strong problem solving, critical thinking, troubleshooting, and analytical skills to set up and interpret logic, data, and rule relationships Excellent verbal and written communication skills Demonstrated listening, analytical, organizational, and time management skills Demonstrated ability to work independently and cross-functionally, including in high-pressure situations Recommends development and configuration strategies received minimal guidance Uses subject-

matter expertise to advise othersHelp in defining integrations with other systems using Salesforce APIsPreferred Qualifications:Salesforce AdministratorSalesforce CPQ Specialist (nice to have)What's In It For You?Our Purpose:Progress is not a self-starter. It requires a catalyst to be set in motion. Information, imagination, people, technology—the right combination can unlock possibility and change the world.Our world is in transition and getting more complex by the day. We push past expected observations and seek out new levels of understanding so that we can help companies, governments and individuals make an impact on tomorrow. At S&P Global we transform data into Essential Intelligence, pinpointing risks and opening possibilities. We Accelerate Progress.Our People:We're more than 35,000 strong worldwide—so we're able to understand nuances while having a broad perspective. Our team is driven by curiosity and a shared belief that Essential Intelligence can help build a more prosperous future for us all.From finding new ways to measure sustainability to analyzing energy transition across the supply chain to building workflow solutions that make it easy to tap into insight and apply it. We are changing the way people see things and empowering them to make an impact on the world we live in. We're committed to a more equitable future and to helping our customers find new, sustainable ways of doing business. We're constantly seeking new solutions that have progress in mind. Join us and help create the critical insights that truly make a difference.Our Values:Integrity, Discovery, PartnershipAt S&P Global, we focus on Powering Global Markets. Throughout our history, the world's leading organizations have relied on us for the Essential Intelligence they need to make confident decisions about the road ahead. We start with a foundation of integrity in all we do, bring a spirit of discovery to our work, and collaborate in close partnership with each other and our customers to achieve shared goals.Benefits: We take care of you, so you can take care of business. We care about our people. That's why we provide everything you—and your career—need to thrive at S&P Global.Our benefits include:Health & Wellness: Health care coverage designed for the mind and body.Flexible Downtime: Generous time off helps keep you energized for your time on.Continuous Learning: Access a wealth of resources to grow your career and learn valuable new skills.Invest in Your Future: Secure your financial future through competitive pay, retirement planning, a continuing education program with a company-matched student loan contribution, and financial wellness programs.Family Friendly Perks: It's not just about you. S&P Global has perks for your partners and little ones, too, with some best-in class benefits for families.Beyond the Basics: From retail discounts to referral incentive awards—small perks can make a big difference.For

more information on benefits by country visit: <https://www.spglobal.com/en/careers/our-culture/Diversity, Equity, and Inclusion at S&P Global>:At S&P Global, we believe diversity fuels creative insights, equity unlocks opportunity, and inclusion drives growth and innovation – Powering Global Markets. Our commitment centers on our global workforce, ensuring that our people are empowered to bring their whole selves to work. It doesn't stop there, we strive to better reflect and serve the communities in which we live and work, and advocate for greater opportunity for all.-----Equal Opportunity Employer

employer and all qualified candidates will receive consideration for employment without regard to race/ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, military veteran status, unemployment status, or any other status protected by law. Only electronic job submissions will be considered for employment.If you need an accommodation during the application process due to a disability, please send an email to:[EEO.Compliance@spglobal.com](mailto:EEO.Compliance@spglobal.com)and your request will be forwarded to the appropriate person.US Candidates Only:The EEO is the Law Poster <http://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf>describes discrimination protections under federal law.-----20 - Professional (EEO-2 America), IFTECH202.1 - Middle Professional Tier I (EEO Job Group), SWP Priority – Ratings - (Strategic Workforce Planning)

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