Salesforce and MuleSoft Developer – 333673

IS Systems Development Services – Senior

Position Summary

Under the general supervision of the Business Application Services IT Director, in the Division of Enterprise Technology (DET), this position is responsible for providing technical expertise in the planning, design, implementation, and administration of Salesforce and MuleSoft applications and support services that have broad organizational impact. Responsibilities include research, standardization, deployment, administration, and support of tools and platforms associated with enterprise CRM and integration needs.

This position will assist with development and enhancement of systems using Salesforce technologies (including Apex, Lightning Web Components, Flows) and MuleSoft for API-led connectivity and system integration, often leading individual components of larger initiatives. The incumbent will be expected to apply secure development practices, participate in DevSecOps pipelines, and incorporate cybersecurity measures throughout the system lifecycle. Familiarity with standards like NIST 800-218 (SSDF) and ISO 27034 is essential for developing secure systems.

The developer will support application design, configuration, customization, integration, security, testing, deployment, and maintenance. The position also includes support for ongoing enhancements and problem resolution, working closely with customers, vendors, and internal IT staff. Assignments are performed largely independently, with periodic review by the supervisor or senior technical staff.

This role plays an important part in delivering and evolving Salesforce solutions, while also helping build secure, scalable APIs and data flows using MuleSoft. The developer will collaborate with IS Specialists, Security Analysts, and Project Managers to deliver robust solutions. Integration of multiple data sources, SaaS platforms, and legacy systems will be required. Production system support and adherence to security policies and compliance frameworks are ongoing expectations.

GOALS AND WORKER ACTIVITIES

35% A. Development, enhancement, and maintenance of Salesforce and MuleSoft systems within a DevSecOps framework.

1. Assist with configuring, customizing, and developing Salesforce applications using Apex, Lightning Web Components (LWC), Flows, and declarative tools.
2. Assist with designing and implementing secure APIs and integrations using MuleSoft Anypoint Platform, including Experience, Process, and System APIs.

3. Build and manage reusable Salesforce components and MuleSoft integration templates.
4. Participate in secure code reviews and ensure adherence to platform and organizational standards.
5. Analyze business requirements and translate them into technical specifications, process flows, and data models.
6. Assist with developing test plans, perform unit and integration testing, and support user acceptance testing.
7. Assist with deployment pipelines using CI/CD tools such as Salesforce DX, Git, Azure DevOps, or Jenkins.
8. Integrate Salesforce with external systems (e.g., on-premise databases, ERP systems, cloud services) using APIs and MuleSoft.
9. Assist in evaluating and implementing AppExchange products or platform extensions to address business needs.
10. Assist with platform security through testing, patching, and threat modeling activities.
11. Contribute to document architecture, codebase, data flows, and platform configurations.

30% B. Production Support

1. Troubleshoot production issues related to Salesforce applications and MuleSoft integrations.
2. Use Salesforce and MuleSoft monitoring tools (e.g., Any point Monitoring, Health Check, Debug Logs) to resolve incidents.
3. Assist with updates, patches, and version upgrades for Salesforce and MuleSoft platforms.
4. Collaborate with DET's Infrastructure and Security teams for operational support, release management, and incident response.
5. Respond to user support tickets, conduct root cause analysis, and implement corrective measures.
6. Document support procedures and contribute to the knowledge base.

7. Provide off-hours or on-call support as needed for production issues.
8. Serve as a resource for Salesforce/MuleSoft application lifecycle management (ALM), DevSecOps, and CI/CD within the team.

15% C. Data Management and Reporting

1. Assist with maintaining data models and object schemas in Salesforce to support business requirements.
2. Assist with supporting data integration between Salesforce and external systems via MuleSoft, APIs, or ETL tools.
3. Assist with reports and dashboards using Salesforce Reporting, Tableau CRM, or other BI tools.
4. Assist with data quality and validation rules to ensure data integrity.
5. Assist with the direction of Specialist or Architect on compliance with data security policies, including encryption, access controls, and audit trails.
6. Collaborate with data governance teams to implement metadata standards, classifications, and retention rules.
7. Optimize API and data call performance using coaching, batching, and filtering techniques.

10% D. Customer Relationship and Communication

1. Support role in partnerships with DOA customers and agency stakeholders.
2. Provide consultation on Salesforce and integration capabilities.
3. Contribute to planning and scoping meetings with business units and a Architects and Specialists.
4. Execute complex technical concepts into user-friendly documentation and training as per direction of Architect, BA and PM.
5. Promote user adoption of Salesforce functionality through training, demos, and support.
6. Demonstrate commitment to diversity, inclusion, and a collaborative team environment.

10% E. Professional Development and Organizational Support

1. Stay current with Salesforce and MuleSoft platform releases, features, and certification tracks.
2. Participate in internal communities of practice and technical workshops.
3. Support DET initiatives and contribute to cross-functional projects.
4. Provide mentorship and cross-training to teammates.
5. Participate in enterprise planning, RFP evaluation, and vendor assessments as needed.

Knowledge, Skills, and Abilities

1. Ability to understand Salesforce Platform, Apex, Lightning Web Components, Omni Studio, Visualforce, Flows, Agent force and Process Builder.
2. Knowledge of MuleSoft Any point Studio, API design (RAML), and API-led integration.
3. Knowledge of DevSecOps, CI/CD pipelines, and version control (Git, GitHub, Bitbucket).
4. Familiarity with secure development frameworks (e.g., NIST 800-218 SSDF, ISO 27034).
5. Knowledge of operating OAuth, SAML, Single Sign-On (SSO), and identity management.
6. Ability to utilize Salesforce DX, packaging, and deployment automation.
7. Familiarity with Salesforce Data Management, SOQL, SOSL, and object relationships.
8. Awareness with API security, gateway configuration, and threat protection in MuleSoft.
9. Familiarity with Salesforce Shield, field audit trail, encryption, and compliance features.
10. Knowledge of Agile/Scrum methodologies, user stories, and collaborative development processes.
11. Knowledge of data modeling, ETL, and integration patterns (batch, real-time, pub-sub).
12. Familiarity with performance testing automation, system tuning, and monitoring tools.

13. Good analytical, problem-solving, and interpersonal skills.
14. Effective verbal and written communication with both technical and non-technical audiences.
15. Knowledge of Salesforce roles and responsibilities (e.g., Platform Developer I/II, Administrator, Integration Architect) and MuleSoft (e.g., Developer, Integration Architect).