

Apprentice Job Description

TEAM Organization: GMSBO

Contact for the hire: Omkar Sreenivasa Murthy

HIRING MANAGER: Omkar Sreenivasa Murthy

OPEN ROLE: Software Developer

Expected Start term: Jan, 2026

Location: California – San Mateo

Pay rate: TBD

Mode: Flex

- Is it important for your candidate to physically be within commute distance of your office? **YES**
- What describes your in person expectation for your apprentice, if any?
 - **Be in person weekly once when the rest of the team would be in office as well**
 - **Be available in person during Sync Weeks, Sync Days.**

Cost Center: GAMES1US70-USG4900330	
Job Title:	Software Developer
Pillar:	GMSBO – Consumer Experience Innovation : Tech
Reporting to:	Omkar Sreenivasa Murthy
Role overview:	As a software developer on the Consumer Experience – Tech team, you will help contribute towards building new web features on our support portal and customizations of our service cloud platforms for our agents. You will be extensively working on the Salesforce platform and have an opportunity to work both on the front end and back end integrations. Your position will require partnering with other engineers on the team to deliver value. Innovation and a high level of ownership is encouraged.
Main duties & responsibilities	<ul style="list-style-type: none">● Develop business critical software on Salesforce● Integrate with REST APIs internal to SIE or with other external partners● Adhere to software development practices such as coding standards, peer reviews, unit testing, documentation, build processes and operations.● Actively participate in SCRUM rituals● UAT support, Hypercare for released features● Build monitoring and alerting instrumentation
Any Specific Expectations	We are looking for someone who is eager to learn on the job with a sense of ownership and growth mindset. Is able to communicate well and expect a level of flexibility in timing especially around the UAT and Hypercare phases of projects
Primary Interfaces [Support tools]	Salesforce CLI, VScode, Github, JIRA, Confluence, MS Office, GSuite, Slack, AQA (Accessibility testing), Selenium, SauceLabs

Core Competencies	Strong programming skills preferably in Salesforce Apex, if not Java. Good understanding of CSS, Javascript
Required Knowledge / Skills:	<ol style="list-style-type: none">1. Algorithms and Data Structures2. Introductory knowledge of Salesforce ecosystem is needed to have a quick start3. Strong communication
	We are open and looking to provide an opportunity for an apprentice with disabilities.