

# Poland Jobs Expertini®

## Software Engineer (Commercial)

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Company: ResearchGate

Location: Poland

Category: computer-and-mathematical

**This is a full-time position based in Germany or Poland. We are a digital-first organization and support mobile and flexible working.** ResearchGate is the

professional network for scientists and researchers. From rising sea levels to rising inequality, mass migration to mass extinction, the problems facing our world are immense. Still, we're optimistic about the power of millions of scientists working in unity to overcome any challenge. We provide scientists with the help and support they need by connecting them to the world's most active scientific community. We've built a platform that gives the world's scientists the tools and services they need to connect, collaborate, and advance their research. Over 25 million members from 193 countries use ResearchGate to share, discover, and discuss research. **Objective of the Role** We are seeking a

passionate Software Engineer with an understanding of commercial operations, to spearhead the continuous enhancement, daily maintenance, and optimisation of our Salesforce-based business processes. This role involves facilitating seamless data exchange between Salesforce, in-house and third-party applications. As a vital member of our Sales Operations team, you will work closely with functional leaders, organizational units, and subject matter experts. Your contributions will be crucial in developing and implementing new business processes, collaborating with a skilled team of engineers, analysts, and sales operation specialists.

### Responsibilities

Translate complex business requirements and processes into a practical Salesforce solution.

Leverage an engineering approach to evolve our CRM strategy, with a focus on enhancing process efficiency, system stability, and the ongoing improvement of integration with other systems.

Implement and oversee principal CRM processes, prioritizing the monitoring of system performance and proactively maintaining system health, as well as maintaining documentation, training materials and launching releases.

Proactively identify and address areas for improvement and functional gaps within the current Salesforce and Salesforce CPQ setup to enhance performance and user experience.

Collaborate with team members and other departments to gather and define business requirements for delivering a scalable, cost-effective, and easily replicable solution.

Conduct audits and monitor the integrity of Salesforce reporting data to maintain accurate and reliable business insights.

Evaluate, install, and manage third-party applications within the Salesforce ecosystem to extend functionality and meet business needs.

## **Requirements**

Robust engineering mindset complemented by architectural skills.

Demonstrated experience with CRM platforms, with a strong preference for CPQ, ideally within a subscription-based business model.

Expertise in SQL and a programming language such as PHP/Python/Java is recommended.

Deep understanding of the operational domain, including its constraints and opportunities for innovation. Should be well-versed in Salesforce's data and security model, reporting, custom objects, schema modeling, validation rules and automation tools.

Exceptional attention to detail with strong problem-solving, research, and analytical capabilities. A natural curiosity to improve processes, leave a clean workspace, and develop intelligent solutions.

Strong communication and project management skills, proficient in collaboration tools like JIRA or Confluence. Must be collaborative, agile, and able to work iteratively within a team

environment.

Adaptable and positive attitude, capable of finding solutions in a complex, fast-paced environment. Must have excellent time management skills and the ability to multitask effectively.

Familiarity with CRM Analytics or Tableau is a plus.

**Life at ResearchGate** You'll be working in an open and empowered company culture, with the chance to individually shape your professional development and growth. Enjoy being a part of an energetic team that's passionate about changing science for the better. We're a team of optimists from around the world and from many different backgrounds guided by our mission to connect the world of science and make research open to all. Enjoy a flexible working environment that adapts to your life circumstances, a generous 30 full days of vacation for you to unwind and days focused for your professional development to further grow your career along with free access to a platform to support your mental wellbeing. We support a remote work approach by enabling our team to work across borders (up to 120 days a year) by partnering with WorkFlex. Most of us work from the comfort of our homes, but our office located in the heart of Berlin is still open for you as an opportunity to change scenery and meet others. We occasionally come together for team summits, workshops, and in-person meetings, but fully embrace a remote-first approach to work. **ResearchGate is an equal opportunity employer** We encourage people from all backgrounds and life experiences to apply with us and help us change the world of science. We commit to impartial and inclusive hiring processes, and therefore ask you to please refrain from adding a picture and your age to your application form or CV. Our hiring decisions are made based on your skills and qualifications, regardless of your age, gender, origin or race/ethnicity, nationality, sexual orientation, disability status, religion, or any other (perceived) personal characteristics. We are excited to receive your application. **ResearchGate Intro and Mission** ResearchGate is the largest professional network for scientists and researchers. We've built a platform that helps the world's scientists and researchers to connect, collaborate, and advance their research to drive progress towards a better world. Over 25 million members from 193+ countries use ResearchGate to share, discover, and discuss research.

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