



## Salesforce QA Tester & Administrator (Contract)

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### Who we are

Collective X (Collective X) is at the forefront of tackling South Africa's critical shortage of digital skills. As a dynamic not-for-profit organisation, we meaningfully connect the supply and demand of South African digital skills by facilitating the right training, at the right time, for the right price, to impact our future in the right way.

Spearheaded by a team of seasoned professionals with extensive backgrounds in social impact, government, private sector, and programme management and supported by a profiled and experienced board that provides financial and governance oversight, we are on track to inject 10,000 new digital jobs for marginalised young people into the economy.

While still a young organisation, Collective X is very well supported by several philanthropic and business organisations, guaranteeing stability and sustainability over the coming years. With a rapidly expanding network of donor partners and robust support from the business community, senior leaders, and business influencers nationwide, we are experiencing rapid scale and are poised for significant impact.

Join us in our mission to revolutionise South Africa's digital landscape and make a tangible difference in the lives of its people. At Collective X, you will be part of a cutting-edge organisation in a fast-paced environment, where innovation thrives and meaningful work with impact is at the heart of everything we do.

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### Role & responsibilities

The Salesforce QA Tester & Administrator carries two complementary responsibilities: assuring the quality of everything Collective X builds on the Salesforce platform and in the AI tooling that increasingly supports our work, and providing general-purpose Salesforce administration and business support to the team.

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On the quality side, the role covers backend org testing, Experience Cloud sites, integrations, and the validation of AI agent and Agentforce outputs. On the administration side, the role spans hands-on configuration and maintenance together with the offline delivery administration that keeps our work moving: requirements logging, task logging, and backlog updates.

#### **Salesforce platform testing**

- Test automation and process: establishing repeatable test approaches, building automation where it adds value, managing test cases and test data, and integrating testing into our development and release workflow.
- AI output evaluation and agent testing: testing Agentforce agents and other AI-driven workflows, evaluating prompt regression and output quality, and applying structured evaluation techniques to AI outputs that reach end users.
- Salesforce administration and business support: general-purpose configuration and maintenance across the org and our Experience Cloud portals, data updates and imports, partner portal and folder updates, and flow troubleshooting — together with the delivery administration that keeps work moving, including requirements logging, task logging, and backlog updates

#### **Administration and business support**

- Delivery and task administration: requirements logging, task logging, backlog updates, and keeping delivery records current so the team has a clear, shared view of what is in progress and what is next.
- Responding to stakeholder questions about expected system behaviour and helping triage suspected defects.
- Lightweight administrative tasks including but not limited to test user setup, sandbox refresh coordination, and ad hoc data fixes for test environments.
- Supporting business users through UAT cycles, defect reproduction, and validation of fixes.
- Training material, end-user documentation, and release notes as part of normal delivery.
- Shared team collaboration sessions including but not limited to standups, planning, retrospectives, knowledge sharing.





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### AI output evaluation and agent testing

- Practical approaches to testing conversational and agentic systems – Agentforce, Claude, or equivalent platforms – including evaluating routing decisions, tool calls, reasoning quality, and conversation handling.
- Prompt regression and evaluation: building structured evaluations of prompt outputs, identifying drift and regression as models or prompts change, and working with test sets that reflect real user behaviour.
- Critical evaluation of AI outputs: ability to assess factual accuracy, tone, safety, and policy compliance in AI-generated content, and to articulate where and why an output is not fit for purpose.
- AI-assisted testing tooling: practical use of AI tooling to accelerate test case generation, defect summarisation, and exploratory testing.

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### Preferred qualifications

- Any relevant IT undergraduate qualification
- Salesforce certifications (specifically Administration, App Builder)
- ISTQB Foundation or equivalent QA certification

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### Experience & competencies

- 1-3 years total professional testing experience across QA/testing and Salesforce administration
  - 1-2 years exposure to the Salesforce platform in a testing, configuration or administration capacity.
  - High proficiency in Salesforce testing.
  - Experience in test data management: creating realistic test data, working with sandboxes, anonymising or masking sensitive data, and using seeding strategies that produce repeatable test conditions
  - Experience Cloud testing: testing across distinct user populations and sharing models, including login experience, sharing and visibility correctness, guest user pathways, and responsive behaviour across devices.
  - Excellent verbal and written communication skills.
  - Ability to collaborate with the wider team.
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**How to apply**

- Please send your resume to [nthabiseng@thecollectivex.org](mailto:nthabiseng@thecollectivex.org) by no later than 15 July 2026.
  - A cover note of no more than 400 words addressing who you are, what you have achieved and the reasons why you would like to be part of a nonprofit organisation.
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