

JOB DESCRIPTION

Job Title: Microsoft Dynamics CRM/365 Consultant

Reporting to: Dynamics Service Director

About the role:

Advantage are a Microsoft Gold ERP Partner and Microsoft Small Business Specialist providing small-medium sized businesses with Microsoft Dynamics solutions and IT Support and Managed Services.

We help businesses to efficiently manage their business, improve performance and reduce costs. Our solutions range from ERP, Finance and Accounting Software, to CRM, Business Intelligence, Document Management and Business Process Automation Solutions.

We are currently recruiting for a Microsoft Dynamics CRM/365 Consultant to join our CRM team. Reporting to the Dynamics Service Director, the objective of this role is to take a consultative approach to implement and deliver Microsoft Dynamics CRM/365 products and services.

Objective of the Role:

- To take the consultant role within the application delivery team for Dynamics CRM (including 3rd party applications such as ClickDimensions, CRMAddons). The right person will provide effective delivery of consultancy, through quality of implementation and delivery and knowledge of Microsoft Dynamics CRM/365 products and services
- Be a team player working closely with other members of service delivery, i.e. Managed Services, ERP Consultants and other CRM consultants and Developers.

Key Responsibilities:

- Consulting – covering all aspects; including presales and supporting the sales team, product demonstrations, analysis, implementation and training of end users utilising primarily Dynamics 365 or earlier Dynamics versions such as 2016 and 2015.
- Business and process analysis
- Documenting 'as-is' and 'to-be' within accurate and detailed scoping documents
- Liaising with developers and clients – act as a point of communication
- Quality Assurance & Documentation

Knowledge and Expertise:

- Over 3 years Dynamics CRM consultancy experience
- Strong understanding of Microsoft Dynamics 365, Dynamics CRM 2016/2015
- Experience of providing Pre-Sales Demonstrations
- Experience of working on full life cycle implementations across multiple versions of Dynamics CRM/365
- Excellent communication and problem solving skills
- Excellent understanding and knowledge of core Microsoft Dynamics CRM/365 modules
- Microsoft SQL Server understanding
- Ability to create high quality functional documentation and strong requirements gathering skills.

Person Specification:

- Highly confident with providing support and training to users
- Strong attention to detail and a keen desire to deliver the highest quality solutions to customers
- Experience across a number of industries – ideally strong finance experience
- Solves complex problems with creative solutions



- Self-Starter with ability to handle multiple tasks and shifting priorities
- Thinks clearly and calmly under pressure
- Places emphasis on client satisfaction
- Business analysis
- Client facing skills

Package:

Competitive salary, plus pension after probation, health care, death in service, eye care and 1 professional subscription.

Advantage is an Equal Opportunity Employer.