**Objective of Role – Consultancy & Presales**

To personally deliver to our customers and prospects pre-sales, project management, application consultancy and training services for ad-hoc consultancy and formal projects from pre-sale stage through to project completion and hand over to support. The Senior Consultant must apply advanced analysis skills and experience in the principals of the Dynamics365 solution to provide detailed reliable options and estimates for service implementations. You should have and maintain a current and deep experience with implementations of varying size projects and an understanding of competitor technologies.

2.1 **Consultant** - Provide consultancy and pre-sales services as necessary to D365/CRM clients and assisting the Dynamics Sales Director where required.

1. **Ad hoc consultancy** – minimum 10 chargeable days per month

Provide effective delivery of customer support, through detailed knowledge of Microsoft Business Solutions and 3rd Party Apps and services and an appreciation of the customer’s business.

2.2 **Pre-Sales -** Supporting the sales team, product demonstrations, analysis, utilising primarily Dynamics 365, Dynamics CRM online and Dynamics CRM on premise. (a) Business and process analysis and documentation as required.

1. Documenting ‘as-is’ and ‘to-be’ within accurate and detailed scoping documents

1. Able to create scoping documents that help the development team understand the requirement for any modifications and provide enough information for these to be created.
2. Testing of all development and functional configuration prior to rolling this out to the customer.
3. Quality Assurance & Documentation to specific quality and best practice standards.
4. Conduct presentations at seminars / conferences and produce appropriate articles for external consumption, as directed by the Business Unit Director