

MS DYNAMICS 365 FUNCTIONAL LEAD

Role type: Permanent

Location: Birmingham/Work from home with occasional customer visits

Salary: Competitive

Role Overview

The MS Dynamics 365 Functional Lead is primarily responsible for leading the efficient and accurate design and delivery of end-to-end software solutions, using Dynamics 365, CDS & Power platforms. These solutions will meet the business, service level and architecture need of the client in the most cost-effective and secure manner.

It is also the responsibility of the MS Dynamics 365 Functional Lead to assist the consultancy and delivery teams in compliance with departmental policies and standards by implementing best practice approaches to analysis, design, configuration, testing, change and environment management.

The MS Dynamics 365 Functional Lead will have excellent client-facing communication skills and have experience running functional workshops, conducting Pre-Sales activities and training end users. They should be able to translate technical and functional project details to management and non-technical stakeholders whilst having a balanced mix of technical and business skills.

On project engagements they will lead the solution delivery team and help control solution configuration, providing review capacity for configuration/code management and design decisions.

Any experience in Modern Workplace (SharePoint/Teams etc.) and Azure is desirable.

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Main Duties and Responsibilities

- To provide full project lifecycle (Pre-Sales/Design & Analysis/Configuration/Testing/Implementation) technical support and assistance to colleagues and clients in the delivery of D365, CDS & Power Platform solutions & documentation
- To be an expert user in Microsoft D365, CDS and Power Platforms and ideally have a practical experience in at least one of Crimson's main business verticals (Higher Education, Home Builder / Housing Associations) and will maintain and enhance this level of understanding and knowledge
- Continually researching current and emerging technologies and proposing changes to client environments (e.g., cost/benefit impact)
- Mentor colleagues
- Provide support to Project Managers and delivery teams from a solution design, peer review & client liaison perspective. Resolving technical problems as they arise.
- Support of Pre-Sales activities, including demonstrations

Technical, Knowledge, Skills, and Experience

Essential

Bespoke Technical

- Experience of implementing integrated Dynamics 365 solutions at least 5 years
- Experienced in implementing all the first class Dynamics 365 apps, namely CE, Field Service, PSA, Marketing, Omni-channel
- Demonstrate strong understanding of edge technologies commonly implemented alongside D365CE such as: Canvas apps, Flow/LogicApps, PowerBI, ClickDimensions, Document Core Pack, PVA, Dynamics Portals, KingswaySoft
- Knowledge of how and when to use plug-ins and workflow assemblies.

Knowledge & Experience

- Dynamics 365 CE architecture and design
- Running functional workshops, leading with the Dynamics 365 platform
- Client facing
- Project estimation
- Strong organisational and leadership skills

Desirable

Knowledge & Experience

- Any recent Microsoft certifications
- Azure/Modern Workplace solution experience