

## Role definition

Job title:	Senior Microsoft Dynamics CRM Developer
Reports to:	Business Systems Manager
Direct reports:	n/a
Location:	Rugby

## Summary

A Senior CRM Developer who can provide the technical design and development of the groups Microsoft Dynamics CRM/D365CE platform as well as providing day to day support for the systems.

The role will be customer-facing so will require excellent communication skills as well as the ability to support and develop the CRM team.

## Key objectives

- To lead on the high-quality development of the groups Dynamics CRM/D365CE environments
- Work with and lead the groups CRM development team with the design and implementation of new Dynamics CRM instances and continued enhancements to the existing environments within an Agile environment
- Lead on the day to day support of the CRM platforms, focussing on user accessibility, usability and stability of the systems
- Work with the end users to provide implementation design and translate into developed solutions

## Principal responsibilities and accountabilities

- Technical design and development of the Microsoft Dynamics CRM platform
- Conversion of user requirements into estimated tasks
- Support and development of the CRM third party solutions
- Plugin development using the Microsoft .NET framework including SSIS and SSRS tools
- Contribute to the design and ongoing maintenance of the Dynamics CRM platform and the data
- Manage the integration between existing core business systems and the CRM
- Work closely with Business IT in understanding and interpreting the requirements of the business into working CRM solutions
- Experience managing development tasks and source code within VSTS
- Exposure to DevOps within VSTS
- Ensure appropriate levels of governance are applied at all times
- Application support & fault analysis
- Liaise closely with the wider IS Shared Service with regard to the provision of systems and supporting infrastructure
- Liaise with partner developers in designing solutions and supporting the systems
- Develop the skills of the CRM development and project team

## Person specification

### Qualifications and training

- Recent Microsoft Dynamics CRM Certification (MCP)
- Current programming certification or the ability to demonstrate a wide programming skill set within the .net framework
- Project management or analytical certification or training

### Technical skills and experience

- Minimum of five years' development experience with Microsoft Dynamics CRM 2015, 2016 and D365 On-premises and On-line
- Excellent working knowledge of building and deploying .net plugin solutions
- Migrating Dynamics CRM instances and upgrading to latest versions
- SQL, HTML5, CSS, C#, asp.net, jquery, AJAX, WCF, JSON, XML, JavaScript, SSIS, SSRS
- Strong Dynamics CRM customisation and configuration skills using out of the box functionality where possible
- Excellent working knowledge of third party solutions i.e. ClickDimensions, Scribe, Adxstudio, TKDialogues
- Good understanding of the Microsoft Office 365 environment and O365 products
- Solid knowledge of IT infrastructure
- Solid working knowledge of integration protocols and web services SOAP, REST
- Exceptional knowledge of working with data integration and migration using standard methodology
- Ability to produce technical design documents
- Ability to turn customer processes into Dynamics CRM processes
- Strong interpersonal skills
- Exceptional spoken and written communication skills
- Exceptional organisational and time management skills
- Confident problem solving ability and strong analytical skills
- Excellent knowledge of the Agile project management methodology
- SharePoint knowledge an advantage
- Developing and mentoring members of the development team