

Role definition

Job title:	Microsoft Dynamics CRM Support Analyst		
Reports to:	Business Systems Manager (Dynamics CRM)		
Direct reports:	n/a		
Business unit:	IT	Location:	Rugby

Summary

Provide user support for the Group's Dynamics CRM platform and integration solutions as well as providing day to day assistance to the CRM development team.

The role will be client-facing and will require excellent communication skills to ensure customer issues are correctly understood and resolved in a timely manner.

Key objectives

- Provide 2nd line support to the current and new Dynamics CRM instances
- Provide day to day support of the CRM platforms, focussing on user accessibility and usability
- Liaise with third parties and work with them to resolve issues in a timely manner
- Contribute towards the implementation of new Dynamics CRM instances and enhancements to the current systems

Principal responsibilities and accountabilities

- Resolve customer issues with the Dynamics CRM platform
- Provide support to the group-wide customer base for Dynamics CRM processes
- Resolve issues with the CRM's third party vendor solutions
- Work closely with third parties in understanding and interpreting customer issues
- Provide support & fault analysis liaising with other in the group where necessary
- Liaise with partner developers and support teams
- Contribute to the ongoing maintenance of the Dynamics CRM platform
- Support the CRM development team using the Microsoft .NET framework
- Support the management and integration of existing core systems with the CRM instances
- Develop own skill in line with the business requirements

Person specification

Qualifications and training

- Microsoft Dynamics CRM Certification (MCP) or prepared to take these exams
- Certification in current programming methodologies

Technical skills and experience

- Minimum of two years' experience with development or support with Microsoft Dynamics CRM 2013, 2015, 2016 or D365
- Good working knowledge of Dynamics CRM configuration and customisation methodology, workflows and basic plugins
- An awareness of third party solutions i.e. ClickDimensions, Scribe, FieldOne, Adxstudio, TKDialogues an advantage
- Good understanding of the Microsoft Office 365 environment and O365 products
- Knowledge of integration protocols and web services SOAP, REST
- Ability to discuss customer issues and work with them to a resolution
- Excellent interpersonal skills
- Excellent spoken and written communication skills
- Confident problem solving ability
- Knowledge of project management methodology Agile, Waterfall, Prince2
- Good knowledge of .net programming languages an advantage
- SharePoint knowledge an advantage
- Knowledge of Microsoft infrastructure an advantage