Role definition

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

Summary

Provide assistance with the ongoing development of the group's Dynamics CRM platform and integration solutions, as well as providing day to day support for the systems.

The role will be client-facing and will require good communication skills to ensure the business requirements are correctly translated into CRM methodology.

Key objectives

- To support the development for the current Dynamics CRM instances
- Contribute towards the implementation of new Dynamics CRM instances and enhancements to the current systems
- Provide day to day support of the CRM platforms, focussing on user accessibility and usability

Principal responsibilities and accountabilities

- Support the development of the group wide Dynamics CRM platform
- Support the development of the CRM's third party vendor solutions
- Provide high quality configuration of the CRMs using the out of the box functionality
- Support development using the Microsoft .NET platform
- Contribute to the design and ongoing maintenance of the Dynamics CRM platform
- Support the management and integration of existing core systems with the CRM instances
- Work closely with Business IT in understanding and interpreting the requirements of the business
- Provide support & fault analysis liaising with others in the group where necessary
- Liaise with partner developers
- Develop own skills 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 in Microsoft Dynamics CRM v2011, 2013, 2015 or 2016 projects
- Strong 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 turn business requirements into Dynamics CRM processes using the out of the box solution
- Good interpersonal skills
- Good 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