

Microsoft Dynamics 365 Consultant

Job Summary

This is an exciting opportunity for someone looking to progress their career and join a Dynamics 365 consultancy as they continue a period of growth and expansion.

Company Description

ixRM Ltd are Microsoft Partners specialising in the implementation of Microsoft Dynamics 365 for Customer Engagement (CRM). We have a strong focus on helping businesses work smarter and more effectively. We pride ourselves on being a new breed of consultancy with the customer's needs at the heart of everything we do. We believe in team work, hard work, fairness and honesty. We are committed to working with the local community whether that is through our pro bono services for charities or developing local talent through training and hands on experience.

Job Description

We are looking for an enthusiastic and motivated individual to join our consultancy team and help to train junior consultants whilst also carrying out project work and developing your existing skills. You must be passionate about Microsoft Dynamics 365 and be a product advocate at all times.

You must also demonstrate a commitment to exceptional customer care and a desire to continually learn and develop your own skills.

Strong communication, both written and verbal and excellent IT skills are essential. As is a can-do attitude, self-motivation and a willingness to undertake a variety of tasks as and when needed.

In return you will receive a broad range of project and training experience and, if appropriate, the opportunity to obtain Microsoft certification following successful completion of exams.

Responsibilities and Duties

- Consult with customers at all stages of the implementation of Dynamics 365 including scoping projects and gathering requirements
- Capture and document user requirements in detailed functional specifications and translate those requirements into project deliverables
- Design solutions that meet customer needs in the best and most efficient way possible
- Customise and configure out-of-the-box Dynamics 365 solutions
- Run feedback sessions with customers and execute testing as required throughout a project
- Run user training sessions
- Manage the migration of data as required
- Assist junior consultants with support desk queries / offer second line telephone support
- Assist with the supervision and training of junior consultants
- Design reports for customers using Microsoft Dynamics 365 and/or PowerBI
- Continuously improve your own product knowledge including learning new products
- Other reasonable tasks as required

Qualifications and Skills

- Previous experience of configuring and customising Dynamics 365
- Confidence in delivering user training and/or product demonstrations
- A desire to help others and to build long-term mutually beneficial relationships
- Ability to communicate effectively at all levels
- An understanding of various business sectors and industry best practice
- Enjoy working collaboratively as part of a team
- Self-motivated with a commitment to exceeding customer expectations and ability to work on your own initiative
- Strong report writing skills
- Excellent verbal communication skills, including a good telephone manner
- Problem solving skills and the ability to think creatively about problems
- Well organised with the ability to prioritise tasks based on urgency
- Punctual with great time management & ability to meet deadlines
- Driven to continuously learn and develop
- Knowledge of other related Microsoft Dynamics products would be an advantage such as Field Service, Project Service automation, Talent and/or Retail

Benefits

Be part of a friendly and supportive team committed to growing an already great business

Work for a business that gives back to the local community

Competitive salary subject to experience

Pension scheme

Simply Health membership