

Dynamics 365 Customer Support Consultant

Job Summary

ixRM Ltd is an award winning and rapidly growing Dynamics 365 consultancy based in Morley, Leeds looking to appoint an enthusiastic Support Consultant to be the first point of contact for Customers.

Company Description

ixRM Ltd is a Microsoft Partner 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 someone with excellent analytical and problem solving skills, a focus on delivering exceptional customer service and the ability to communicate confidently and effectively. You must have a keen interest in IT and confidence using a range of IT software from various web browsers to the full suite of Microsoft Office products. An understanding of Microsoft Dynamics 365 (CRM) or previous experience of a CRM system would be an advantage but full training will be given. The role offers great opportunities to learn and develop for someone starting a career in Microsoft Dynamics 365.

Responsibilities and Duties

- Taking ownership of support queries on the telephone and via email. Managing the query from first point of contact to resolution and keeping the customer informed throughout.
- Effectively diagnose issues and identify problems signposting customers to self-help resources where appropriate
- Escalating support queries to consultants as necessary to ensure efficient resolution of problems
- Developing and maintaining FAQs and "how to" guidance (written and video)
- Proactively monitor customer systems
- Keep customers informed of forthcoming updates and new features tailored to their needs

Qualifications and Skills

We are looking for someone with a can-do attitude who displays professionalism at all times with a focus on delivering excellent service to clients.

Applicants will ideally have a minimum of two years' customer service experience and the ability to demonstrate:

- Proficiency in the use of Microsoft Office packages (Outlook, Word, Excel, PowerPoint)

- An analytical and pragmatic approach to problem solving
- Excellent written and verbal communication and presentation skills
- A professional and articulate interpersonal style and telephone manner
- 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
- Have a keen interest in learning and be committed to developing your Dynamics 365 / CRM knowledge

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

ixRM is open to considering applications from candidates looking for part time or flexible working hours