



JOB DESCRIPTION

Title: Microsoft Dynamics 365 Functional Consultant
Reports to: Operations Director
Based at: ixRM Limited, Peel Mills, Commercial Street, Morley, LS27 8AG

Job Purpose

To co-ordinate all functional elements of Microsoft Dynamics 365 systems to deliver all customer requirements, exceed expectations and ensure an excellent customer experience. Supporting the Operations Director and Managing Director to deliver key business projects as required.

Key responsibilities

- 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
- Support the design of solutions that meet customer needs in the best and most efficient way possible
- Run feedback sessions with customers and execute testing as required throughout a project
- Run customer facing user training sessions and attend other meetings with customers as necessary
- Assist junior consultants with support desk queries as required and provide second line telephone support as required
- Provide project management support
- Design reports for customers using Microsoft Dynamics 365
- Continuously improve product knowledge including learning new products
- Support the Operations Director and Managing Director with research and any other projects as directed and as required
- Comply with all Health and Safety requirements

Person Specification

- Previous experience of configuring and customising Microsoft Dynamics 365
- Confidence in delivering user training and/or product demonstrations
- A desire to help others and ability to build long-term mutually beneficial relationships
- Ability to communicate at all levels with strong written and verbal communication skills including a good telephone manner
- Enjoy working collaboratively as part of a team
- Self-motivated with an ability to work on own initiative
- 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 and an ability to meet deadlines
- Driven to continually learn and develop
- An understanding of various business sectors and industry best practice