
Consultant: Microsoft Dynamics CRM/365/UpBeat - London

A great career opportunity for a motivated and enthusiastic individual, with a technical background in Microsoft Dynamics CRM, to join a global software organisation.

The Company

Professional Advantage Ltd (PA) is the UK division of a well-established Australian based financial software company with a number of offices throughout the world. Professional Advantage is the leading developer of extension solutions to Microsoft Dynamics 365 and Infor SunSystems.

The Role

The role will be based out of our London office and is for a Technical Consultant role within the UpBeat Membership Engagement application delivery team for Dynamics CRM, (including 3rd party applications such as Click Dimensions, CafeX, DocuSign and other CRM add-ons).

Reporting to the UK Professional Services Team Leader, the right person will provide effective delivery of technical consultancy, through quality of implementation, delivery, skills transfer and overall knowledge of Microsoft Dynamics CRM/365 products and services for the Membership, NFP and Association business sectors.

The successful candidate will be a team player working closely with other members of service delivery, i.e. Managed Services, Support and other CRM consultants and Developers in our UK, US and Australian businesses.

Title: Microsoft Dynamics CRM/365 – UpBeat Consultant
Location: London
Salary Range: £in line with market expectation (salary commensurate with experience)

The role requires the ability to effectively communicate and manage potentially difficult or complex situations with our clients. The successful candidate will have the ability to work under pressure, have strong communication skills, a calm approach and professional attitude.

Full UpBeat training will be given to the successful candidate.

Key Responsibilities

- Consulting – covering all aspects; including technical analysis and documentation, system configuration, technical implementation and training of end users utilising primarily Dynamics 365 and UpBeat software
- Documenting ‘as-is’ and ‘to-be’ within accurate and detailed technical scoping documents
- Liaising with developers and business development – act as a point of communication
- Committing to and meeting milestones and deadlines as part of a project customisation / implementation schedule.
- Quality Assurance & Documentation
- Business and process analysis
- Pre-sales – expert in discovering critical solution requirements from operational stakeholders
- Pre-sales – collaborating with members of the business development team to position a compelling value proposition and conceptual solution to stakeholders

Ideal knowledge and expertise

- ✓ Over 4 years Microsoft Dynamics CRM technical experience
- ✓ Strong understanding of and technical background in Microsoft Dynamics 365, Dynamics CRM 2016/2015
- ✓ Software Engineering Background desirable
- ✓ Previous working experience within the Association and/or NFP (not for profit) sectors
- ✓ Experience with providing Pre-Sales Demonstrations
- ✓ Experience of working on full life cycle implementations and customisations across Dynamics CRM/365 and Integrated applications
- ✓ Excellent communication and problem-solving skills
- ✓ Excellent understanding and knowledge of core Microsoft Dynamics CRM/365 modules
- ✓ Microsoft Azure, Web Services and SQL Server understanding
- ✓ Ability to create high quality functional documentation, requirements gathering skills

Personal qualities and traits

- Honesty, integrity and courage
- Highly confident with providing support and training to users
- Strong attention to detail and a keen desire to deliver the highest quality solutions to customers
- Experience across the Membership based organisations, NFP and Associations sectors – ideally strong finance experience
- Solves complex problems with creative solutions
- Self-Starter with ability to handle multiple tasks and shifting priorities
- Thinks clearly and calmly under pressure
- Places emphasis on client satisfaction
- Team player and keen to coach and mentor colleagues.
- Client facing skills and personal presentation
- Fluent in English for business and IT environments
- Strong communication skills.

Candidates must be eligible to work and live in the UK.

To apply, please send a current CV and covering letter to info_uk@ProfessionalAdvantage.co.uk.

NO AGENCIES.