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| **Job Title:**  | D365 Consultant | **Contract/Dept:**  | CRM  |
| **Reports To:** **(Job Title)** | Davinder Birk | Reports: | N/A |
| **Location:** |  | **Post Holder:** |  |
| Created By:  |  | **Date Created:** |  |
| Owner: |  | **Line Manager:** |  |

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| Inciper values:We believe in working with our clients, not for them. By working in a more personal way, we can support organisations across an entire programme lifecycle, securing buy-in from the right stakeholders and responding to developments as they happen. Inciper has a proven record of delivering strategy development, delivery frameworks and operational support that drives business value – on time and within budget.Inciper work differently because we think differently. Since launching, Inciper has had one vision – to be the go-to consultancy for organisations looking to benefit from improved ways of working powered by Microsoft technology.This vision feeds into everything we do and is instrumental to the flexible, agile, outcome-focused approach we adopt in all our projects. In other words, if what we are doing does not deliver a direct value for our clients, we question why we are doing it.There is no reason for business leaders to have to wait months and sometimes years to see any value from their Microsoft Business Application investments. Our approach enables clients to see progress from day one and realise ROI quicker. |

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| **Job Purpose:** |
| The successful candidate will be responsible for working with Inciper project teams and Clients to define and deliver the functional capability of our D365 solution. In addition, they will be a champion for adoption of functional solutions across the Microsoft platform, driving the adoption of standard functionality within our clients. Finally, as the business looks to grow their position as trusted advisor to their clients, the candidate will be looking to bring and/or develop their knowledge and soft skill capabilities to create strong relationships with our clients.  |

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| **Key Tasks:** |
| * Good understanding of the functional capabilities of D365 CE
* High level understanding of the D365 Power Platform’s capability
* Work closely with the team on the design and development of functional processes that enhance our customers D365 experience
* Work with the training team to build training materials and coach other team members and/or lead internal projects/capability development for the practice e.g. AI (Artificial Intelligence), PowerApps etc.
* Meet and exceed the businesses expectations of business knowledge, skills, and behaviour
* Identify risks and mitigate or communicate as necessary
* Work with the Functional Lead and Solution Architect to ensure updates are communicated to relevant parties both formally and informally.
* Identify functional capability development activities and help in defining how these will be delivered.
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## **Person Specification**

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| **Job Title:**(& Grade) | D365 CE Consultant | **Department:**  | CRM  |

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|  | **Essential** | **Desirable** |
| **Education** | One or a combination of:* University Graduate with a relevant degree or
* D365 CE Certification
 | * Agile/Prince 2 project management
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| **Skills & Knowledge**  | * Good skills in the functional capabilities of D365 CE, including appropriate certification
* Demonstrable knowledge of practices for D365
* Understanding of the language of the Microsoft Dynamics technical landscape – Including SQL, AOS, and SharePoint
* Skilled in D3365 Power Platforms functions, including up to date certification
* Good presentation and demonstration skills
* Defining business process maps and working with technical team to implement
* Ability to set up and execute workshops and produce project outputs (config doc’s, playback docs, data templates)
 | * Functional Requirements elicitation and prioritisation
* Demonstrable approaches to problem solving
* Familiar with methods and tools needed to deliver system and data migration solutions
* Ability to define master data and reporting requirements
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| **Experience** | * Significant experience with Power Platform, Model-Driven Apps, Dataverses and legacy Microsoft Dynamics CRM systems such as, CRM2011, CRM2013, CRM2015, CRM2016, CRMOnline
* Customer facing and stakeholder management
* Facilitating customer meetings
* Creating documentation.
* Experience of a Microsoft Dynamics deployment – either at a consulting practice or part of an implementation project with a previous employer
 | * Experience of Medium to large scale CRM implementations
* Experience of complex integrations
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*Please Note:*

*All details are provided for guidance only; they do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, and appropriate policies within the Company.*