

JOB DESCRIPTION

Microsoft Dynamics 365 Customer Engagement Consultant

RESPONSIBLE TO: **COMMERCIAL MANAGER**

DIVISION: **POWER PLATFORM**

SALARY: **£30-£35K DEPENDENT ON EXPERIENCE**

LOCATION & HOURS OF WORK:

The company has a policy of allowing its employees to work from home. UK travel will not normally be required except for training or periodically scheduled Company meetings.

You will normally work between 37 and 40 hours a week, 9:00am to 5.30pm, Monday to Thursday and 9:00am to 5:00pm on Fridays. Additional hours may be required to meet deadlines, which could include evenings and weekends.

WHO WE ARE AND WHAT WE DO:

A Microsoft Dynamics Reseller specialising in delivering vertical solution based on Microsoft Dynamics technology and associated 3rd party products into the Caravan and Holiday home market sector.

OVERALL RESPONSIBILITY:

- Gather requirements, engaging with stakeholders and shadowing workshops.
- Provide onsite and offsite professional services.
- Engage in full project lifecycles on multiple smaller Dynamics 365 projects.
- Hands on system builds and being client facing.
- Support of customers Dynamics 365 platform and continued evolution of the Elite solution offerings
- Work with Commercial and Operational teams in the delivery of projects to support the business and its customers.
- Provide industry and process advice to the technical team.
- Assist in the testing of new releases of the Company's owned IP.

ESSENTIAL SKILLS:

- 2+ years of Microsoft Dynamics 365 product experience, ideally with CRM and Business Central, in a support, administrative or consultative capacity
- Knowledge of the Holiday Park industry
- Experience supporting & training users on Dynamics 365 Platforms
- Strong communication and stakeholder engagement skills - comfortable working in a client facing role
- Understanding of the Microsoft Office 365 stack
- Experience in a support and consultative role
- Strong knowledge of Microsoft Workflows & Power Automate
- Understanding of Microsoft Power Platform
- Understanding of Microsoft Power BI

DESIRABLE SKILLS:

- Experience of working within the caravan and holiday homes sector.
- Demonstrable evidence of using Microsoft Power Platform
- Demonstrable evidence of using Microsoft Power BI
- Microsoft Certification

PERSONAL SKILLS

- A professional “can do” attitude
- Excellent written and oral communication skills
- An ability to be self-motivated and driven to achieve professional goals
- The ability to work on your own initiative without supervision whilst contributing and participating to the team
- Ability to manage workload and time according to internal and external SLA's
- Good attention to detail and investigation skills
- Resourceful, energetic, and enthusiastic, prepared to go the “extra mile”

OTHER REQUIREMENTS SPECIFIC TO THE JOB:

To undertake any reasonable task requested of you by your line manager, or other Elite Dynamics Management. Any tasks requested by other Elite Dynamics Management need to be discussed with your line manager.

Travelling maybe required both for training and project purposes.

HOW TO APPLY:

Please send your CV and cover letter to people@elitedynamics.co.uk

DEADLINE: **FRIDAY 1ST MARCH 2024, 5PM**