



Microsoft CRM Dynamics/SharePoint Developer

Reports to: Systems and Service Delivery Manager

Working with: All areas of the business

How we use technology is the basis for everything that we do – it has to work properly, respond to the way we do things in our ever changing environment and be the tool that sets us apart innovatively, all with great services at the crux of our business.

We want to make the best use of social media, new technologies, different access channels and our established IT systems so that all of our customers know exactly what is going on within our tenant-led organisation and to ensure that our teams have the information they need to seamlessly deliver our services.

To support the expansion of our technological roadmap, we are now seeking a Microsoft Dynamics CRM/ SharePoint developer with broad previous experience including Nintex workflow or comparable workflow solutions.

What we need you to do:

- Be the key contact for 2nd and 3rd line support for CRM and SharePoint applications and development
- Develop new functionality and integrate CRM with other IT systems
- Provide expert advice and technical guidance on design and configuration, together will release management of our CRM systems
- Administer and develop other Microsoft online solutions, especially SharePoint
- Be the subject matter expert for CRM and SharePoint development projects
- Learn from CRM/SharePoint best practices so that we adopt solutions that make the most of these applications
- Be a passionate advocate of our vision, mission and values

What you will be responsible for:

- Providing expert technical guidance to the management of the live CRM systems, development of new functionalities and integration with the other IT systems
- The incident resolution process for CRM/SharePoint, investigating and resolving recovery solutions and ensuring a swift return to service
- Investigating, developing and testing solutions to support business improvement initiatives and user requests
- Advising on configuration and design of CRM / SharePoint systems to maximise performance
- Creating and modifying workflows, dialogues and business process flows; creating and modifying forms, views, dashboards, and charts



- Documenting technical solutions and related processes to enable internal facilitation of CRM/SharePoint user training courses
- Release management version control; maintaining effective control over custom source code and detailed technical documentation of all system developments
- Assessing custom CRM/SharePoint applications and plug-ins for compatibility to upgrades and delivery of any remedial resolutions
- Being the 'go-to' expert for knowledge and support for our SharePoint super users

Where you have come from:

- Experience of using your in-depth knowledge of Microsoft Dynamics CRM/SharePoint development and administration in an outcomes-focussed service delivery environment
- Experience of integrating Outlook with CRM and SharePoint
- A place where your 'can-do' attitude and solution-orientated focus delivered high quality standards

What our teams will see in you:

- A CRM/SharePoint evangelist, who brings forward suggestions on usage, integration opportunities, and configurations to get the most out of our applications
- A CRM/SharePoint expert who they can come to for advice and help with resolving IT challenges, requirements and opportunities
- Someone who is flexible, confident, easy to talk to and seeks out solutions
- Someone who is well-organised and focused on delivering reliable service, who can prioritise, plan and balance tasks
- An approachable and engaging colleague, and a team player who can work closely with colleagues to deliver quality services

As a person, you will:

- Have excellent knowledge of Dynamics CRM/SharePoint information systems in a business and development environment
- Have a knowledge of other technologies including IIS, Windows Server, Active Directory, C#, PowerShell and preferably some web development skills that will be key to this role
- Enjoy using technology creatively, exploring new opportunities for its use
- Have good communications skills – written, verbal and listening
- Be able to diagnose the root cause of system faults and user problems and make effective repairs
- Be accurate, diligent and conscientious – a safe pair of hands
- Be up for a challenge, proactive and innovative
- Be highly organised and adept at prioritising in a busy environment