

## JOB DESCRIPTION

**Job Title:** Dynamics 365 & Power Platform Solution Architect

**Reports To:** Delivery Director

**Location:** Brighton & Hybrid Working

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### Job Purpose:

Responsible for leading complex and large projects containing multiple Dynamics and Power Platforms products specialisms with clients, within agreed timeframes. The role client-facing and requires a high degree of professionalism and integrity as you will be representing Cloud9 to clients. The Solution Architect is required to lead the business in a variety of technical facets within the Dynamics and Power Platform product set and be confident handling complex requirements, provide solutions outside core Dynamics and Power Platform functionality such as related Microsoft Cloud Services or 3<sup>rd</sup>-party technologies.

This is a highly collaborative role where the individual works closely with both Sales and other Delivery resources, this requires a balance of clear, open ongoing communications with the need to plan, organise and deliver against agreed timescales. Escalating any concerns in a timely manner. This role is expected to guide others using their experience and knowledge.

### Role Responsibilities:

- Take the lead role on large project builds to meet time and contractual commitments often overseeing and assessing the work carried out by other Functional Consultants or Associates ensuring the highest levels of client satisfaction are achieved.
- Review designs and scopes of work created by others, assess the need for and alternatives to Change Requests raised in projects, approve estimates of work
- Work with client stakeholders and subject matter experts to ensure our delivery is understood and aligned to client expectations
- Work constantly through design and builds of Dynamics 365 and Power App solutions with other colleagues to ensure the quality of our delivery
- Carry out system testing and support User Acceptance Testing
- Support the Client Success team with knowledge share and technical cover for client issues
- Keep aware of continuous change to new or existing Dynamics business applications and Power Platform functionality
- Maintain and renew MS Certifications in line with Microsoft requirements
- Develop awareness with related common-use applications that work with Dynamics and the Power Platform
- Share key learnings with the wider Delivery team
- Support development of re-usable IP for Cloud9

### Experience Required:

- High level proficiency with MS Office programs
- Experience matching client requirements to Dynamics application core capabilities identifying other MS Cloud services or 3<sup>rd</sup>-party technology to best delivery success
- Experience designing suitable environment and solution management plans for the project
- Experience scoping and designing 3<sup>rd</sup> party application integrations to Dynamics or Power Applications
- Experience guiding PMO teams on Project set-up
- Gained Solution Architect Power Platform certifications and extended practical hands-on experience working with both Power Platforms tools and Dynamics applications
- Deep understanding of Dynamics 365 core business applications and their Licence requirements
- Experience and confidence in understanding customer pain points/project objectives and presenting solutions
- Ability to build relationships with all levels of seniority in a customer business
- An extended track record of complex project delivery using products or services outside of the Dynamics/Power Platform suite
- Experience defining complex data security models
- Ability to understand the benefits of using one Power App/Dynamics Application over another

*This role may occasionally be required to operate outside normal business hours for client software deployment and to work on client sites.*

