

## JOB DESCRIPTION

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

**Reports To:** Delivery Director

**Location:** Brighton & Hybrid Working

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### Job Purpose:

To lead projects containing multiple Dynamics and Power Platforms products specialisms, lead the business within the Dynamics and Power Platform product set, and provide solutions outside core Dynamics and Power Platform functionality such as related Microsoft Cloud Services or 3rd-party technologies.

The role is client-facing and requires a high degree of professionalism and integrity when representing the company. It is highly collaborative role working closely with Sales team and other Delivery resources, requiring a balance of clear, open, and ongoing team communication with the need to self-start on your own work and to guide others to assist with upskilling of knowledge and development of skills.

### Role Responsibilities:

- Mentor and support Sales and Delivery teams with technical queries being a go-to for their area of expertise and may be involved in pre-sales meetings with clients
- Support or lead client's requirement gathering workshops, support workshops with other consultants where complex needs are identified, analysing client business processes to identify key steps or pain points in their business matching client requirements to Dynamics application core capabilities
- Take a lead role on project build to meet time and contractual commitments and ensure the highest levels of client satisfaction are achieved.
- 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
- Create and develop workflow, CloudFlow and complex scripting automations, design chatbots, utilise AI Builder and extend the use of MS AI insights where appropriate
- 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 and with related common-use applications that work with Dynamics and the Power Platform
- Maintain and renew MS Certifications in line with Microsoft requirements
- 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 in creating and developing complex model driven, canvas and portal apps, and developing complex custom or virtual pages
- Knowledgeable in Power BI dashboard capabilities
- 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
- Gained Power Platform Developer 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 at client sites.*

V1/2023