Job Description

Title: Functional Consultant - Dynamics 365 & Power Platform

Reports To: Delivery Director

Location: Brighton & Hybrid Working

Job Purpose

The role works closely with clients to understand their business processes, gather requirements and develop solutions that optimise the use of the Microsoft Dynamics 365 platform. Responsible for the practical delivery of Dynamics and Power Platform solutions to meet the unique needs of our clients within agreed timeframes and budget. The role is client-facing and requires a high degree of professionalism and integrity as you will be representing the company.
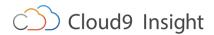
This is a highly collaborative role working with Sales, Project Management, and other delivery resources. Demonstrating strong planning, organising and communicating skills combined with a high-level of proficiency in using Dynamics 365 Core Business Applications to build and create solutions for clients within agreed targets and timescales.

Success in this role will be measured by achieving billable and utilisation targets, proactively managing clients' requirements within budget, escalating, and resolving concerns in a timely manner, and achieving positive NPS (Net Promoter Score).

Role Responsibilities

- Project build to meet time, scope and contractual commitments and ensure the highest levels of client satisfaction are achieved.

- Support the Sales and Client Success Teams with technical queries for client issues.

- Facilitate client's requirement gathering workshops analysing client business processes to identify key steps or pain points in their business matching client requirements to Dynamics application core capabilities.

- Draft a scope of work in conjunction with Solution Architects in readiness for project planning and review with Project Management Office and Sales team.

- Work with client stakeholders and subject matter experts to ensure our delivery is understood and aligned to client expectations.

- Work through design and builds with other Consultants and Developers to ensure the quality of our delivery.

- Conduct system testing and support User Acceptance Testing

- Keep aware of continuous change to new or existing Dynamics business applications and Power Platform functionality and how this can positively impact future sales opportunities.

- 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 and where applicable, pitch, scope and deliver product catalogue solutions for customers.

Experience Required:

- Extensive understanding and proficiency of using Dynamics 365 Core Business Applications and their Licence requirements and restrictions.

- Creative problem solver, with analytical skills who can think on their feet and provide positive results for clients.

- Proven record of deploying, developing and manage Power Platform and Dynamic's solutions in line with Application Lifecycle best practise.

- Competent at building efficient data models, automations, and custom form visualisations.

- Ability to create and develop model driven apps, develop workflow, CloudFlow and basic scripting automations.

- Experience in designing chatbots and using AI Builder.

- Understanding of Power BI (Business Intelligence) dashboard capabilities and creating basic versions.

- Demonstrable record maintaining and renewing MS Certifications.

- Ability to build relationships at all levels of seniority in a customer business.

- Strong collaborator and experience at managing client relationships.

Cloud9 Insight

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Preston Park House, South Road
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- Excellent communication skills, both verbal and written.

This role may occasionally be required to operate outside normal business hours such as for client software deployment.

Strictly no agencies.

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