

Dynamics 365 Developer

Location: Canary Wharf, London

Reports to: Business Systems Lead

Grade: C

Job purpose

This role will architect, develop, configure, customise and support the delivery of business solutions in Microsoft Dynamics 365, other Microsoft Business tools and in-house bespoke systems. The job holder will supervise, coach and support more junior staff and external suppliers, whilst managing the diagnosis and resolution of support issues in the CRM environment and in-house bespoke systems.

As part of a small IT team, the job holder will also be expected to perform other general roles as appropriate (e.g. emergency cover, major system roll outs, etc)

Main accountabilities

- To architect, develop and document software solutions for identified business requirements in line with industry best practice
- Provide application support for Dynamics 365, other Microsoft Business tools and bespoke applications, managing, documenting and escalating incidents as required to the correct resolver groups (both internal and external)
- To develop and maintain support documentation for effective handovers, knowledge transfer and business continuity
- To follow all standards and work in collaboration with the other members of the Applications Development team and wider IT department with the shared goal of continuous improvement and incorporating industry best practices
- To review, monitor and evaluate systems to ensure their continued performance, security, effectiveness and efficiency, whilst recommending improvements and modifications
- To keep abreast of emerging trends in software development practices and tooling to inform the continuous improvement of the GPhC methods, tooling and IT strategy
- Manage workloads and projects with changing priorities in a pressured environment. Generate industry standard outputs including status reports, risk assessments and estimates. Coach and supervise supplier and junior staff.

- Perform other general duties as appropriate, (e.g. emergency cover, major systems deployments, etc)

Table 1: Knowledge and skills for this job

Criteria	Essential	Desirable
5 years + experience in a professional IT environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
At least two years' experience of MS Dynamics 365, C#, HTML, CSS and JavaScript in order to design, develop, test, migrate data and implement application modules	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SQL server database design and administration skills (SQL 2016 onwards)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of integration architecture as well as third party integration tools and ability to develop custom solutions and interfaces leveraging the Dynamics 365 platform	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to translate business requirements into well-architected solutions that utilise the full complement of Dynamics 365 functionality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply the relevant management systems, procedures, policies and training related to risk management, health and safety, information security, data protection and business continuity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply and manage the diversity and equality policy and practice pertinent to the role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Familiarity with other Microsoft Business products such as Business Central	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to communicate ideas in both technical and user-friendly language	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Familiarity with industry best practices and software design patterns, and knowledge of agile software development (Scrum/Kanban) and test-driven development methodologies	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.