

Job Description for Hiring New Employees / Contractors

To apply for this role, email your CV to hr@mercuriusit.com

Job Title	Microsoft Dynamics 365 CRM Functional Consultant
Job Type	Full-time
Location	Pune
Line Manager	Dynamics Business Unit Team Leader
Main Duties & Responsibilities	<ol style="list-style-type: none"> 1. Business and Process Analysis. 2. Documenting 'as-is' and 'to-be' within accurate and detailed scoping documents. 3. Liaising with clients. 4. Quality assurance and documentation. 5. Primarily responsible for requirements and solution design including: <ul style="list-style-type: none"> • Preparing requirements following meetings and input from clients. • Understanding of solution design of Dynamic implementations. • Organising, categorising and preparing all documentations. 6. Testing configuration against final requirements: <ul style="list-style-type: none"> • Configure solution based on requirements to test and deploy. • Prepare test plan, test scenarios and test case. • Perform testing and report the bugs in proper format. • Liaise with developers to resolve the bug and perform regression testing. 7. Following the guidelines and checklists developed for deployment. 8. Assisting with the preparation of project status report, timelines and budget. 9. Providing Go-Live and Post-Implementation support.
Basic Qualification	Graduation
Experience	3+ years of Dynamics 365 CRM Consulting Experience
Knowledge and Experience	<ul style="list-style-type: none"> • Understanding of Microsoft Dynamics 365 and CRM 2016/2015 customisation and configuration.

	<ul style="list-style-type: none"> • Understanding of Java Script and C# Plugins for solution design. • Experience on field service and project operations. • Experience of working on full-cycle implementations across multiple versions of Dynamics 365 CRM (Sales, Servicing, Marketing, Talent, PSA and Field Servicing) • Basic understanding and knowledge of core Microsoft Dynamics CRM/365 modules.
Skills	<ul style="list-style-type: none"> • Display sound communication skills while working with various internal and external stakeholders. • Strong orientation towards testing process and UAT. • Enjoy complex problem solving, thinking on your feet and coming up with ingenious solutions. • Go-getter with an ability to juggle multiple tasks and prioritise them. • Ability to learn and upskill oneself on new versions and features. • A team player working closely with other members of service delivery.