

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. Consulting – covering all aspects; including presales and supporting the sales team, product demonstrations, analysis, implementation and training of end users utilising primarily Dynamics 365 (Sales/Service/Marketing/Talent/ PSA and Field Service) or earlier Dynamics versions such 2016 and 2015. 2. Business and process analysis. 3. Documenting ‘as-is’ and ‘to-be’ within accurate and detailed scoping documents. 4. Liaising with developers and clients – act as a point of communication. 5. Quality Assurance & Documentation. 6. Primarily responsible for requirements and solution design including: <ul style="list-style-type: none"> ○ Preparing requirements following meetings and input from the clients. ○ Lead or collaborate in the solution design of Dynamics implementations. ○ Organizing, categorizing and preparing all documentation. ○ Presenting to management for review, and making changes as required. 7. Testing configuration against final requirements: <ul style="list-style-type: none"> ○ Configure solution based on requirements to test and deploy. ○ Preparing the training itinerary and materials and delivering training to end users. ○ Executing cutover procedures for Dynamics deployments as identified by your manager. ○ Following guidelines and checklists developed for deployment. 8. Assisting with the preparation of the project status report, project timeline and project 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"> • Strong understanding of Microsoft Dynamics 365 and Dynamics CRM 2016/2015 customisation and configuration. • Experience in use of C#, Java Script, Plugins, Web API's and SSRS Reports to cater to the Business Requirements. • Experience of providing Pre-Sales Demonstrations. • Experience of working on full life cycle implementations across multiple versions of Dynamics CRM/365 (Sales/Service/Marketing/Talent/PSA and field servicing). • Excellent understanding and knowledge of core Microsoft Dynamics CRM/365 modules. • Ability to create high quality functional documentation and strong requirements gathering skills. • Experience across number of industries- Ideally in finance.
Skills	<ul style="list-style-type: none"> • Display sound communication skills while acting as a point of contact between your team and clients. Patient, level-headed and cool under pressure. • Highly confident with providing support and training to users. • Detail-oriented and meticulous with a keen desire to deliver the highest quality solutions to clients and setting high standards for excellent client service. • 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. • Understands the value of business analysis for the organisation. • A team player working closely with other members of service delivery.