

Job Description for Hiring New Employees / Contractors

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

Job Title	Senior Microsoft dynamics 365 CRM Technical Consultant
Job Type	Full-time
Location	Pune
Line Manager	Dynamics Business Unit Team Leader
Main Duties & Responsibilities	<p>1)Consulting which encompasses all aspects including presales and supporting the sales team, product demonstrations, analysis, implementation and training of end users utilising Dynamics 365 or earlier Dynamics versions such 2016 and 2015 primarily.</p> <p>2)Business and process analysis.</p> <p>3)Documenting ‘as-is’ and ‘to-be’ within accurate and detailed scoping documents.</p> <p>4)Acting as a point of contact and liaising with developers and clients.</p> <p>5)Providing Quality Assurance & necessary documentation of the same.</p>
Basic Qualification	Graduation
Experience	4+ 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. • Excellent understanding and knowledge of core Microsoft Dynamics CRM/365 modules. • Knowledge and understanding of Microsoft SQL Server. • Ability to create high quality functional documentation and strong requirements gathering skills.
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.

	<ul style="list-style-type: none">• 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.
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------