

DYNAMICS 365 CUSTOMER ENGAGEMENT CONSULTANT

**SALARY: £35,000-£65,000 DOE +
CAR ALLOWANCE**

**LOCATION: REMOTE WITH TRAVEL
TO CLIENT SITE**

**HOURS: 37.5 PER WEEK
OPEN TO FLEXIBLE WORKING
ARRANGEMENTS/PART-TIME
APPLICANTS**



DYNAMICS 365 CUSTOMER ENGAGEMENT CONSULTANT

The Role Purpose

As a risual Consultant, you will be responsible for scoping, designing and implementing the latest Microsoft technologies alongside a likeminded team of professionals. Your role will involve delivering to a variety of organisations across the UK both on-site and remotely. By helping clients achieve their transformation goals and by delivery excellent service, our team can ensure we provide value on every project.

Our Dynamics 365 Customer Engagement Consultants work with clients to help discover and automate business processes using Dynamics 365 and the wider Power Platform. This involved deploying and configuring new technologies in a variety of environments. A Consultant will typically deliver process focussed solutions using the Microsoft Success by Design framework which may include other 3rd party technologies..

Duties:

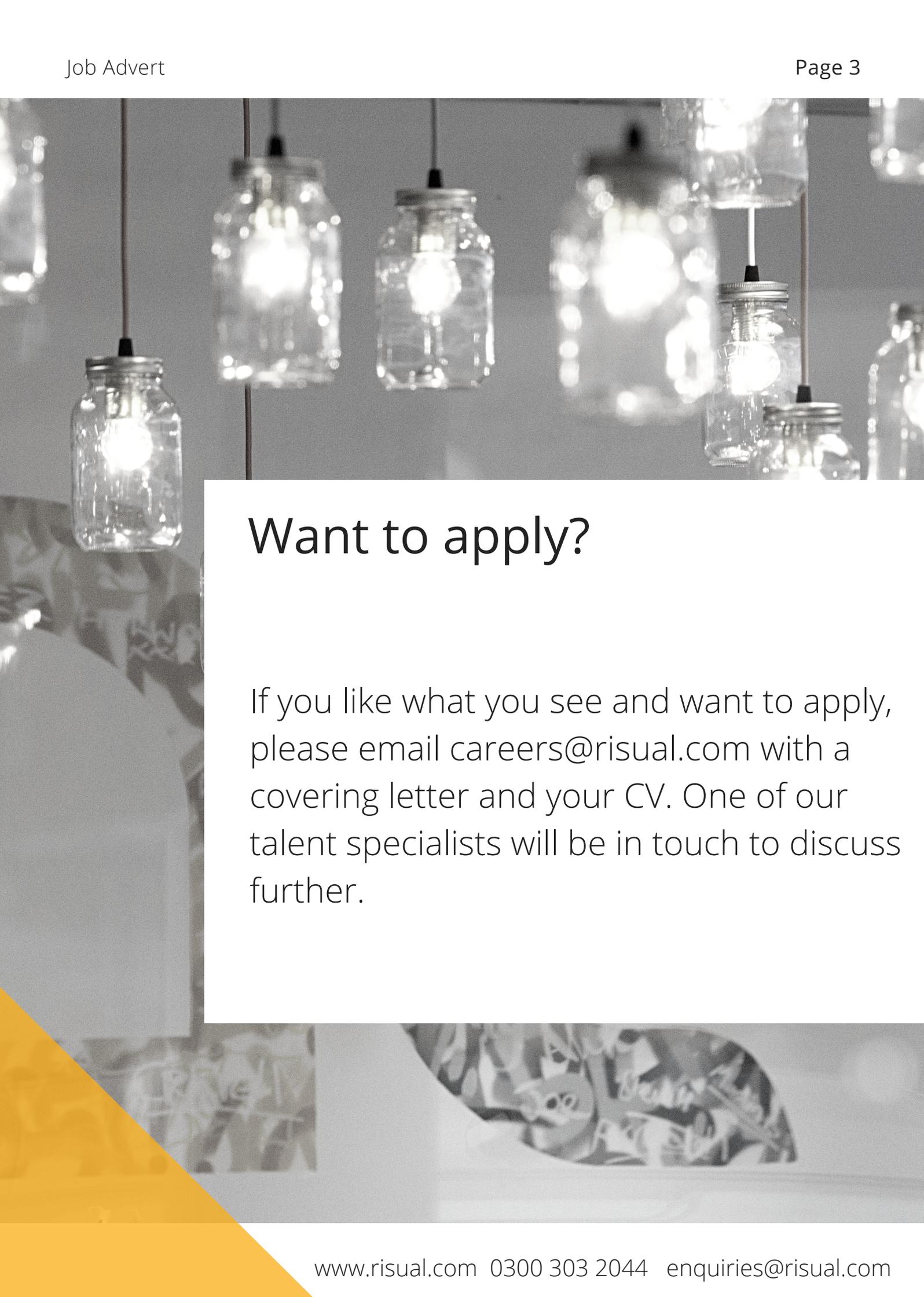
- Capture project requirements and define scope.
- Deploy and configure Dynamics 365 Customer Engagement products.
- Complete test plans and help onboard new products with our clients.
- Provide training to end users and support teams.
- Run workshops and demonstrations.
- Support in pre-sales activities.
- Design and document solutions alongside risual Architects.
- Define and develop new functionality using out the box tools.

Specific role requirements and experience:

- Expert in deploying and configuring Dynamics 365 CE.
- Experience with Power Platform solutions.
- Experience in creating Power Automate flows.
- In depth knowledge of Dataverse and it's capabilities.
- Experience in designing Power BI reports.
- Knowledge of other Microsoft products including Office 365 and Azure.

Essential Criteria

- Must hold or be able to successfully achieve NPPV3 and SC Security clearance.
- Able to evidence excellent customer service skills.
- Excellent organisational skills.
- Confident communicating and discussing technical concepts.
- Can demonstrate specific technology specialisms.
- Strong documentation skills.
- Strong problem-solving skills.
- Understand and apply security principles.
- Comfortable with demanding client interactions and leading business and technical discussions with internal and external stakeholders.



Want to apply?

If you like what you see and want to apply, please email careers@risual.com with a covering letter and your CV. One of our talent specialists will be in touch to discuss further.