

Dynamics 365 Consultant Job Description template

Dynamics 365 Consultant Job Description Template/Brief

We are seeking a skilled Dynamics 365 Consultant to join our team. The Dynamics 365 Consultant will manage the customization and implementation of Dynamics 365 solutions to enhance our clients' business processes. This role involves collaborating with clients to understand and address their specific CRM and ERP needs. The ideal candidate should possess solid expertise in Dynamics 365, strong problem-solving abilities, and experience with client engagement.

Dynamics 365 Consultant Job Profile

A Dynamics 365 Consultant focuses on the analysis, configuration, and deployment of Dynamics 365 solutions. They will work closely with clients to tailor solutions that improve business operations across CRM and ERP domains. This role requires a comprehensive understanding of business applications, Dynamics 365 capabilities, and the ability to translate business requirements into technical solutions.

Reports To

The Dynamics 365 Consultant reports to the Dynamics 365 Project Manager or the Head of IT Solutions.

Dynamics 365 Consultant Responsibilities

- Implement and customize Dynamics 365 modules based on client needs.
- Gather and document client requirements for system enhancements.
- Conduct user training sessions and provide ongoing support.
- Troubleshoot and resolve issues related to Dynamics 365 systems.
- Collaborate with developers to create custom Dynamics 365 solutions.
- Conduct system testing and validation to ensure optimal performance.
- Stay updated on Dynamics 365 features and updates.
- Work with project managers to deliver solutions on time and within scope.
- Develop functional specifications and system design documents.

Dynamics 365 Consultant Requirements & Skills

- Proven experience as a Dynamics 365 Consultant.
- Strong knowledge of Dynamics 365 CRM and ERP modules.
- Experience in configuring and implementing Dynamics 365 solutions.
- Excellent communication and client relationship skills.
- Ability to analyze business processes and provide improvement recommendations.
- Bachelor's degree in Computer Science, Information Technology, or related field.
- Experience with Microsoft Power Platform and Azure services is a plus.