

University of London Job Specification

Job Title: Dynamics CRM Analyst

Department: Information and Communications Technology (ICT)

Section: Business Systems (Support and Development)

Level: 08 (AMP)

Job Purpose:	<p>As a Senior Analyst, you will work within a dedicated team to provide support and development expertise on applications hosted on Office365, specialising in Microsoft Dynamics CRM.</p> <p>The role is responsible for developing and supporting CRM, releasing changes to the production platform, and supporting integrations with other systems such as SharePoint, Identity Systems, and Student Information Systems.</p>	
Job Content:	<p>To be responsible for the development, support, maintenance, and changes of the University's CRM system and other Office365 applications.</p>	%
<p>Dynamics CRM Analyst</p> <ol style="list-style-type: none"> 1. To provide support for Microsoft Dynamics and other Office365 hosted applications, responding to user enquiries in a timely manner as specified within the appropriate Service Level Agreement (SLA) 2. To proactively identify and resolve issues on the behalf of users and service owners, ensuring all concerned are kept up to date with progress as appropriate. 3. To co-ordinate issue resolution activities, escalating issues to, and liaising with systems vendors as appropriate. 4. To ensure any bugs and defects are identified, fully documented and logged with the solution provider for resolution. 5. To undertake root cause analysis on recurring issues to eliminate underlying problems. 6. To develop enhancements to the system as part of BAU and project activities. 7. To work with other team members supporting them to build their knowledge to provide first line support. <p>Maintenance</p> <ol style="list-style-type: none"> 1. To ensure all information relating to Microsoft Dynamics CRM is accurately maintained and documented. This may include release notes, configuration management details, development specifications and other documentation. 		

2. Ensure version and patch release levels are maintained, working closely with wider ICT colleagues and departmental stakeholders to co-ordinate the application of upgrades, enhancements and patches as appropriate.
3. Work closely with platform providers and other specialists to ensure underlying integrations are fully functional
4. To develop and document the use of any customisation, workflows or procedures required to maintain the functionality of the product.

Development

1. To act as a partner and work closely with wider ICT colleagues and departmental contacts in order to accurately specify requirements for developments to include application development, customisation, interface development and reporting.
2. To ensure transition task for new releases and upgrades are completed successfully before handover to end users and wider ICT colleagues.
3. To build a network of contacts to better understand the product capabilities and their applicability as maybe applied to the needs of the University. This may include attendance at conferences, supplier and user events i.e. special interest groups as well as online forums.

General

1. To contribute to the continual improvement of working practices, within the Business Systems Development and Support Team
2. To work closely with wider ICT colleagues to integrate processes and procedures, contributing to overall development of the ICT department.
3. To take a pro-active role in contributing to continual service improvement activities.
4. To identify new technological developments in the sector for potential use within the University.
5. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.
6. To maintain an awareness and observation of fire and health and safety regulations
7. Any other duties consistent with both the grade and scope of the post
8. Any other duties reasonably required of the post holder by the reporting manager.

Reports to:

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Responsible for:

N/A

Additional demands of the role:

N/A

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Significant experience of supporting Microsoft Dynamics in a busy integrated systems environment.
- Proven experience of Microsoft Dynamics development in a busy integrated systems environment.
- Demonstrable experience of software testing and software testing solutions.
- Ability to work to agreed schedules and plan and effectively manage own workload to achieve this.
- Proven experience of formal IT change management processes and procedures.
- Experience working in a support and development role for one or more of the following Business Systems: Customer Relationship Management (CRM), Collaboration and Communication applications, Events Management.
- Ability to work effectively under pressure and comfortable dealing with ambiguity.
- Exceptional analytical skills and a problem solving approach.
- Excellent all-round communication and interpersonal skills.
- The ability to relate to and appreciate the needs of systems users and wider stakeholders.
- Ability to manage all interactions in a professional manner using sensitivity, diplomacy and tact.
- Ability to work collaboratively as a member of a team and willingness to work within a skill sharing environment, including a commitment to developing own competencies.
- Excellent attention to detail and an ability to deliver high quality work to target dates.
- Proactive in contributing ideas, identifying opportunities for enhancement and owning and resolving problems to their conclusion.

Desirable:

- Experience of working in higher education.
- An understanding of common business processes in one or more of the following areas: Customer Relationship Management, Housing conferencing and Events, Accommodation, Student Lifecycle
- Experience of supporting and developing Microsoft SharePoint.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Significant experience in providing highly proficient end user technical support for business critical systems.
- Proven experience of gathering complex business and technical requirements for technical developments and enhancements.
- Significant experience of developing technical specifications and/or designing IT solutions.
- Proven experience of supporting applications in hosted on Office365.
- Experience of developing workflows.
- Demonstrable experience developing application integrations.
- Ability to work to agreed schedules and plan and effectively manage own workload to achieve this.
- Experience of working closely and constructively with technical colleagues, both internally and externally.

- Experience of working closely and constructively with project management, quality assurance and software testing colleagues.
- An understanding of software and application testing methodologies, best practices and testing software suites.
- Experience working directly with solution vendors, across support and development.
- Excellent IT skills.
- Ability to evaluate the impact, management and review testing.

Desirable:

- Exposure to PowerBI or other reporting solutions.
- Report writing development skills.
- An understanding of Agile development methodologies and / or DevOps.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- A degree or work experience to an equivalent level.

Desirable:

- Agile development e.g. SCRUM.
- ITIL Foundation or equivalent professional IT Service Management qualification.

Competency Requirements	Essential	Desirable
Adapting to change	C	
Commercial awareness	B	
Creativity and innovation	B	C
Interpersonal understanding	C	
Organisational commitment	C	
Proactivity and planning	C	
Problem solving and decision making	C	
Performance Management	B	C
Resilience	C	
Self-development and commitment to learning	C	
<i>Striving for excellence (optional)</i>	C	
Working collaboratively with others	C	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please email us at ulrecruit@london.ac.uk</p>		