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| Role Title | D365 Functional Architect |
| Function & Dept. | IT Dept - IT Transformation tower |
| Career Growth Level | Contributing & Developing (D) |
| CGP Descriptor | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers |
| Team | IT Transformation |
| Reports to | CIO (Head of IT Transformers pending) |
| Role Purpose | **Job Purpose**  The D365 Functional Architect will perform a pivotal role in a business transformation program implementing Microsoft D365 and Power Platform solutions for SCC and maximising the benefits delivered to the business by these platforms.  **Responsibilities**   1. **Solution Design:**    * Collaborate with business stakeholders to understand their requirements and design scalable and sustainable Dynamics 365 and Power Platform solutions.    * Develop technical architecture and design documents, ensuring alignment with business goals and best practices. 2. **Implementation:**    * Lead and participate in the implementation of Dynamics 365 and Power Platform solutions, including configuration, customization, and integration.    * Provide technical guidance and support to development teams during the implementation phase. 3. **Customization and Development:**    * Design and oversee the development of custom features, plugins, workflows, and integrations to extend the functionality of Dynamics 365.    * Work with the development manager to ensure adherence to coding standards, best practices, and maintainability of custom code. 4. **Data Migration and Integration:**    * Plan and support the execution of data migration strategies, ensuring data quality and integrity.    * Work with integration architects to design and implement integrations with other systems, both on-premises and in the cloud. 5. **Performance Optimization:**    * Identify and address performance issues within Dynamics 365 solutions, optimizing for speed and efficiency.    * Conduct regular performance assessments and implement improvements as needed. 6. **Security and Compliance:**    * Implement and enforce security policies and measures within Dynamics 365.    * Ensure compliance with industry standards and regulations related to data protection and privacy. 7. **Collaboration:**    * Work closely with cross-functional teams, including business analysts, project managers, and other stakeholders, to ensure successful project delivery.    * Provide technical leadership and mentorship to team members. 8. **Documentation:**    * Maintain comprehensive documentation of technical designs, configurations, and customizations.    * Provide knowledge transfer to training and support teams.   **Qualifications and Experience**  **Essential**   * Extensive experience in designing and implementing solutions on Dynamics 365 and Power Platform. * In-depth knowledge of Dynamics 365 modules, customization, configuration, and integration capabilities. * Strong programming skills, especially in languages such as C# and JavaScript. * Familiarity with Azure and related technologies. * Excellent problem-solving and troubleshooting skills. * Strong communication and interpersonal skills.   **Advantageous**   * Degree in Computer Science, Information Technology, or a related field * Microsoft Power Platform certifications * Experience of implementing D365 Sales or Field Service (candidates with experience of other D365 applications will be considered) |
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| Key Responsibilities | |
| 1. | Collaborate with business stakeholders to understand their requirements and design scalable and sustainable Dynamics 365 and Power Platform solutions. |
| 2. | Lead and participate in the implementation of Dynamics 365 and Power Platform solutions, including configuration, customization, and integration. |
| 3. | Provide technical guidance and support to development teams during the implementation phase. |
| 4. | Design and oversee the development of custom features, plugins, workflows, and integrations to extend the functionality of Dynamics 365. |
| 5. | Work with the development manager to ensure adherence to coding standards, best practices, and maintainability of custom code. |
| 6. | Implement and enforce security policies and measures within Dynamics 365. |
| 7. | Provide knowledge transfer to training and support teams. |
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| Person Specification | |
| 1. | Extensive experience in designing and implementing solutions on Dynamics 365 and Power Platform. |
| 2. | In-depth knowledge of Dynamics 365 modules, customization, configuration, and integration capabilities. |
| 3. | Strong programming skills, especially in languages such as C# and JavaScript. |
| 4. | Familiarity with Azure and related technologies. |
| 5. | Excellent problem-solving and troubleshooting skills. |
| 6. | Strong communication and interpersonal skills. |

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| Key  Competencies |  | Level |
| 1. | Data/Information Collection & Management | 1 |
| 2 | Stakeholder Relationship Management | 1 |
| 3. | Relationship Building | 1 |
| 4. | Quality Ownership | 1 |
| 5. | Process Management | 1 |
| 6. | IT Infrastructure | 1 |

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| Management  Competencies |  | Level |
| 1. | Leading, Developing and Managing People | 2 |
| 2 | Problem Solving and Decision Making | 2 |
| 3. | Influencing Others | 2 |
| 4. | Embracing the need for change | 2 |
| 5. | Thinking & Acting Strategically | 2 |
| 6. | Planning & Analysis | 2 |
| 7. | Performance Management | 2 |
| 8. | Employee Experience | 2 |
| 9. | Resourcing | 2 |
| 10. | Competency Assessment | 2 |

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| Value Behaviours |  | Level |
| 1. | Responsibility | 1 |
| 2. | Passion | 1 |
| 3. | Customer First | 1 |
| 4. | Agility | 1 |
| 5. | Family | 1 |

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| Version | Date | Description | Approved by | Date |
| 1.0 | July 2024 | Original | HR | July 2024 |