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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 |