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| Role Title | D365 Senior Developer |
| 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 Summary:** The D365 Senior Developer will be responsible for designing, developing, and implementing Microsoft Dynamics 365 and Power Platform solutions that meet our business needs. This role requires deep expertise in D365, including customization, configuration, and integration with other systems. The successful candidate will work closely with stakeholders and technical architects to refine requirements, provide technical guidance, and deliver robust and scalable solutions.  **Key Responsibilities:**   * Design, develop, and implement Microsoft Dynamics 365 and Power Platform solutions, including customization and configuration of D365 modules. * Collaborate with technical architects, business analysts, and business stakeholders to analyse and size requirements. * Develop and deploy custom plugins, workflows, and integrations with other systems and applications. * Provide technical leadership and mentorship to junior developers, guiding them in best practices and ensuring high-quality code. * Troubleshoot and resolve technical issues, ensuring optimal performance and reliability of D365 applications. * Perform system upgrades, patches, and maintenance tasks to keep the D365 environment up-to-date. * Conduct thorough unit testing and support the quality assurance process to ensure the robustness and reliability of solutions. * Create and maintain technical documentation, including design documents, user guides, and training materials. * Stay current with the latest D365 developments, industry trends, and best practices to ensure continuous improvement of our solutions. * Participate in project planning, estimation, and execution, ensuring timely delivery of high-quality solutions.   **Qualifications and Experience**  **Essential**   * Minimum of 4 years of experience in designing and implementing solutions on Dynamics 365 and Power Platform * In-depth knowledge of Dynamics 365 modules, customization, configuration, and integration capabilitie * 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) * Proven ability to lead projects and mentor junior developers |
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| Key Responsibilities | |
| 1. | Design, develop, and implement Microsoft Dynamics 365 and Power Platform solutions, including customization and configuration of D365 modules. |
| 2. | Collaborate with technical architects, business analysts, and business stakeholders to analyse and size requirements. |
| 3. | Develop and deploy custom plugins, workflows, and integrations with other systems and applications. |
| 4. | Provide technical leadership and mentorship to junior developers, guiding them in best practices and ensuring high-quality code. |
| 5. | Troubleshoot and resolve technical issues, ensuring optimal performance and reliability of D365 applications. |
| 6. | Perform system upgrades, patches, and maintenance tasks to keep the D365 environment up-to-date. |
| 7. | Conduct thorough unit testing and support the quality assurance process to ensure the robustness and reliability of solutions. |
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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 |