

# Dynamics CRM Engineer

## Information, Systems and Change

Overview	
<b>Role Purpose</b>	<p><b>As a proven and experienced Microsoft Dynamics 365 Engineer, you will be pivotal in developing and maintaining NHG's flagship digital platform, transforming our ways of working and delivering excellent customer experience. You will be passionate about developing new software projects using the latest technologies.</b></p> <p>We are working on an exciting digital transformation programme to compliment the wide range of services we offer our residents. One of the key features of our digital programme is an online portal, developed on Microsoft's Azure platform, to enable residents to self-serve by accessing a range of online services anywhere, anytime.</p> <p>Working in partnership with the business, you'll be critical in contributing to the whole software development lifecycle, using your technical skills in the Dynamics CRM platform and Microsoft Power Platform.</p> <p>This involves, but is not limited to, working in an agile way across Microsoft Dynamics CRM related services (including APIs and plug-ins), integrations and reports. You will be working across multiple application projects, liaising with third parties ensuring quality control of deliverables, providing subject matter expertise with regards to Dynamics CRM.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Design, develop, unit test, configure and document the creation of high-quality software within agreed project deadlines on the Microsoft Dynamics 365 and Microsoft Power Platform.</li> <li>• Support and maintain applications on the Microsoft Dynamics 365 and Microsoft Power Platform.</li> <li>• Assisting Lead Engineers in planning, estimation, and development activities</li> <li>• Guide, coach, and mentor other developers with a view of improving overall skill set within the team</li> </ul>
<b>Reports to</b>	Lead Engineer – Dynamics CRM
<b>Line management</b>	N/A
<b>Tier</b>	Tier 7
<b>Expectation Level</b>	Team Manager
Role relationships	
<b>Internal</b>	Digital Technology Team, IT, PMO, Product Management and/or other internal Business Units
<b>External</b>	Microsoft, external solutions/service providers and partners

## Role accountabilities

- Deliver on the creation and maintenance of our CRM and Power Platform implementations within agreed project deadlines.
- Analyse business requirements and assess the systems that needs to be integrated taking into consideration impact of change on existing solutions within CRM/Power platform.
- Produce detailed designs and estimates for proposed solution
- Configure and implement CRM customisations, plugins, custom activity workflow solutions to agreed standards
- Support the development of new reporting, SSIS integration services and Power Platform integration
- Ensure the smooth running and support of live systems, providing the appropriate monitoring information on performance and security to stakeholders for awareness and decision making.
- Ensure the appropriate levels of system and support document are created and maintained.
- Participate in the full software development lifecycle, including agile scrum ceremonies.
- Contribute to vendor solution due diligence.
- Contribute to the wider enterprise technology strategy and roadmap.
- Participate as a member of digital technology teams, contributing to software development discussions, investigating the use of new development tools, and facilitating change.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

## Personal Specification

### Professional expertise (know how & experience)

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working on full life cycle implementations across latest versions of Dynamics CRM 365 and Microsoft Power Platform.</li> <li>• Strong Agile delivery experience (ideally Scrum or Kanban)</li> <li>• Experience of Dynamics CRM Configuration, Customization, Java Script, Plug Ins, Workflows/Custom Workflow Activity</li> <li>• Experience with .NET Framework, .NET Core, C#, SSIS and Power BI.</li> <li>• Good understanding of Test-Driven development and coding standards (SOLID, Design Patterns)</li> <li>• Experience in web development using Dynamics 365 Portals and REST based APIs.</li> <li>• Experience with the Power Platform: Power Apps (Portal, Canvas, Model-Driven) and Power Automate</li> <li>• Working knowledge Azure cloud services (logic Apps, Functions etc).</li> <li>• Working knowledge with SharePoint, Exchange and Microsoft enterprise technologies</li> <li>• Extensive experience of working on production support activities and troubleshooting issues as and when required.</li> <li>• Demonstrable experience of working on application problem management and improving the stability and performance of live applications.</li> <li>• Demonstrable experience of deploying solutions using CI/CD pipeline</li> <li>• Great communication skills and team player</li> </ul>	

### Skills

Essential	Desirable
<ul style="list-style-type: none"> <li>• Microsoft Dynamics 365 – online (i.e., configuration and customisation, Workflows/Custom Workflow Activity, Plug-Ins,)</li> <li>• Java Script and JQuery</li> <li>• SSIS, SSRS, Power BI.</li> <li>• Microsoft Power Platform: Power Apps, Power Automate</li> </ul>	<ul style="list-style-type: none"> <li>• SharePoint Online</li> <li>• Azure LogicApps, Azure Functions</li> </ul>

<ul style="list-style-type: none"> <li>• ASP.NET, .NET Core, C#, FetchXML and MS SQL programming</li> <li>• REST APIs</li> <li>• Unit test framework (fakeXRMEasy)</li> <li>• AzureDevOps</li> <li>• GIT</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
Bachelor's degree in Computer Science, Computer Engineering or relevant field.	(Master's degree preferred)

<b>NHG Expectations</b>
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a Team Manager expectation level and therefore you should refer to the Team Manager expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.