**DYNAMICS 365 SPECIALIST**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**THE ARGUS GROUP**

**Basic Responsibility:**

The Dynamics 365 Specialist will be responsible for the internal support and management of the Argus Microsoft Dynamics System including, technical support, further development, training, and liaison with Argus’ external IT support partner.

**Reports to:** IT Manager

**Relationship with Internal:** Managers, Support Office,

 Service Technicians, Dispatch team, Field Staff

**Relationship with External:** Customers, Contractors, External IT support Partner

**Place of Work:**  National

**Key responsibilities:**

* First line support for user technical issues.
* Investigation and rectification of technical issues.
* Research and Development of new features and improvements.
* Assisting external IT provider with development and deployment of system changes.
* Researching and providing guidance for problems and questions.
* Management of the Dynamics 365 product (Business Central, Field Service, Sales, PowerBi and Power Platform).
* Supporting workshops and roadmaps for new features or system developments for the Argus Group.

**Typical work activities:**

* Provide support by resolving technical issues face to face, via Teams, email, phone, and any other electronic medium.
* Troubleshoot system and network problems and diagnose and solve hardware or software faults in conjunction with preferred external provider’s support staff.
* Provide training and assistance on use of D365 computer software products.
* Support the roll-out of new D365 applications.
* Development and deployment of new or reviewed D365 system changes.
* Development and deployment of new D365 system reports
* Provide monthly updates and maintain a future Roadmap.
* Liaise with IT Manager, Strategic Initiatives Manager, Centre of Excellence (COE) for any other tasks that may be relevant.

**Key requirements:**

* Business Central and/or Dynamics Field Service/CE experience and development experience.
* Azure experience.
* Power BI and Power Apps experience.
* Experience in System Design, Build and Implementation alongside project management.

**Favourable requirements:**

* Computer Sciences Degree.

Other desired attributes:

* Leadership and commitment to “The Argus Way”.
* Commitment to future development and growth.
* Enthusiasm and drive.