

# Microsoft Dynamics 365 Business Central Consultant

**Location:** Hybrid Office & Home – days to be agreed with line manager

**Hours of work:** 37.5 hours per week

**Reports to:** Dynamics Team Head

## Overall Responsibilities:

We're looking for a software consultant, within the Microsoft Dynamics 365 Business Central ERP sector, to join our team. If you are currently working with a Microsoft Partner, or you are a Dynamics NAV or Dynamics 365 Business Central end-user looking for a new challenge, this could be a great fit. If you can bring a great attitude, we'll provide the support for development and growth in your career.

The role itself provides you with an opportunity to create a difference for Tecman's customers. You'll be analysing and scoping customer requirements, providing end-user training and documentation, plus assisting with the delivery of the solution. Plus you'll be working with other members of the team towards the shared goals of delivering successful projects and happy customers.

You'll have the opportunity to work on a hybrid basis and be provided with all the equipment you require to work comfortably both in the office and from home. This role will involve UK travel as well as occasional travel overseas providing incredible opportunities to develop your professional knowledge.

## Main Areas of Responsibility:

- Implementation of Microsoft Dynamics 365 Business Central software including the following:
  - Using industry and software knowledge alongside business understanding to gather and analyse customers' requirements. You'll play a large role in the business transformation process for customers, building new creative ways of working to help customers find new, quicker and more efficient ways of working with the help of their ERP software.
  - Being part of a leading Microsoft Partner, you'll be working with our team of highly experienced developers on system design and configuration to ensure each Dynamics 365 Business Central solution is delivered in the best, most efficient way possible.
  - Working with customers to manage client data migration. Ensuring customer, vendors, items and opening balances are transferred, potentially from multiple systems, and ready to pick up in the new system while avoiding data conflicts.
- Carry out end-user testing to check the functionality of the software solution, ensuring it meets the customer's needs before going live and handing over to the Customer Support Team

- Build, and expand on, positive client relationships while developing an understanding of our customers' businesses helping make them long-standing customers and ultimately maintain our high client retention.
- Provide support for our existing customers and ongoing projects. With anywhere from 10 to 300-day long projects there's plenty of opportunity to put your consultancy knowledge to good use and make a difference for our customers.
- Contribute to company resources for training and education both internally and for end customers. This could include providing videos & interactive presentations for YouTube and our Online Learning Platform, content for our regular Tecman Talks Dynamics podcast, writing blogs around key product updates or presenting at the weekly consultants Learning Hour.
- Work closely with various departments within Tecman including:
  - Our very own internal software division, Clever Dynamics, to help establish where additional system functionality would be beneficial to customers.
  - The Training team, helping to provide high-quality end-user training to customers.
  - Your Project Managers, to help keep all your projects on track, helping you manage your time and giving you one less thing to worry about.
  - The Customer Support Team, on hand for customers to get in touch with any queries or issues post go-live. You'll be providing expertise on any tricky customer issues to help get them resolved quickly.

## The Person

### Experience

- Ideally a minimum of 2-3 years' experience in a similar role either working for a Microsoft Dynamics Partner or as a key user within a Dynamics customer.

### Communication

- Confident with excellent verbal and written communication. You will be regularly dealing with customers and colleagues at all levels, including board level, via Microsoft Teams, emails, phone and face-to-face meetings.

### Skills

- A good level of functional knowledge of Dynamics NAV/Dynamics 365 Business Central applications.
- Experienced in delivering SaaS and/or On-Premise solutions.
- Knowledge of finance and key business processes is essential. An understanding of how businesses trade with their customers and vendors is at the heart of any ERP solution making sure you are getting paid for the products and/or services you provide.
- Experience with distribution and manufacturing implementations is ideal, but not essential
- Some development skills would be useful, though again not essential.
- Experience of having worked in a structured project delivery environment & using Prince2 / Microsoft Surestep methodologies would also be useful
- Self-motivated with the ability to manage smaller customer projects on your own.