**Dynamics 365 CE Functional Consultant**

**Overview**

Ingentive are seeking an ambitious and passionate individual to join our technology focused Dynamics practice. Ingentive are an award-winning Microsoft partner strategically placed to deliver solutions that meet our clients exacting needs. Ingentive enhance Dynamics business solutions using the power of low code and AI capability.

The ideal candidate will possess a strong background in implementing and customising Microsoft Dynamics 365 Customer Engagement (CE) solutions. This role will primarily focus on client delivery, however we are looking for the best candidates that will help us in pre-sales, as well as post-delivery support, project optimisation and enhancement.

You will play a crucial role in assisting our clients to optimise their operational processes and accomplish their goals by utilising Microsoft Dynamics 365 CE. In addition to the core skillsets, we would expect the role to also expand solutions using the Power Platform, Field Service and low code and AI capability.

This role will be flexible and require self-management. We encourage our team to split their time between home working, client site visits and the office. Ingentive have a strong and varied pipeline of CE projects, implementing Dynamics 365 into multiple industries.

**Role and Responsibilities**

* Collaborating closely with clients to understand and analyse their needs and requirements, and then transforming them into effective user stories, building trust and confidence through effective interactions with stakeholders.
* Delivery effective solutions using Dynamics 365 & Power Platform. Designing, building, testing and documenting high quality solutions in an efficient and timely manner.
* Working with our managed service team to extend the capability of the support we offer to our clients.
* Working closely with other team members, providing mentoring or support, or sharing knowledge to expand the capability of our team.
* Collaborating with Solution Architects, Project Managers, Clients, and other stakeholders to guide and advise on unlocking the benefits of technology in our offerings.
* Continuous learning of D365 CE apps and Power Platform capabilities, including Power Automate Flows, Power Pages, Power Virtual Agents, Power Apps and AI. Where possible, providing evidence of this knowledge with certification.
* Assist in project governance by adhering to scope, best practices, and contractual obligations.
* Supporting opportunity development, helping our business development team respond to new business requests, or with presentations or solution demonstrations.

**Skills and Qualifications**

* End-to-end Dynamics CRM/ D365 CE experience in the functional implementation of the projects (either with end customer(s) or partner(s).
* Advanced understanding of one or more core modules, including sales, marketing, field service, customer service.
* Analytical and Cooperative approach, demonstrating the ability to work effectively within a team or independently.
* Full project life-cycle expertise.
* Excellent communication skills both written and verbal to provide a confident approach to customer interactions and stakeholder management.