

FUNCTIONAL CONSULTANT, DYNAMICS NAV

JOB NUMBER: 17-NV-SS2

Start: Immediate Opening for Intermediate Level Functional Consultant

Duration: Full Time Permanent

Location: Winnipeg

For Company Information visit WWW.ENCOREBUSINESS.COM

The Position

As a Functional Consultant, you will actively participate in implementations of Microsoft Dynamics NAV and Microsoft Dynamics 365. You will service and support clients within our extensive install base exposing you to a wide range of unique business challenges and learning opportunities.

The ideal candidate will have at least 18 months experience with the functional aspects of Dynamics NAV and will have been involved in one or more implementations. This individual is an analytical, customer-focused team player who must collaborate with internal and external stakeholders to meet project timelines. Preference will be given to candidates who have a financial background.

Key Areas of Responsibility

- Participate in project discovery/analysis, design, and deployment planning.
- Guide customers through definition of business requirements, offering advice based on best practice.
- Document business requirements and functional specifications using Microsoft's Surestep methodology (GAP Fit analysis and Functional Requirements Documentation).
- Analyze client business processes and recommend ways to improve or re-engineer for optimum performance.
- Implement and deploy Dynamics NAV software (design, configure, train, support).
- Understand user and system requirements and identify specific enhancement customizations if necessary.
- Provide data migration and conversion services.
- Deliver application training in a classroom, online and in a one-on-one environment.
- Provide basic technical support for project life cycle as well as complex support issues.
- Manage client expectations, the project team (internal and external) all while providing superior customer service.
- Work with application developers during design, development and testing phases.
- Draft user documentation.

- Handle existing customer engagements, escalated support requests, and customer maintenance activities.
- Provide Dynamics NAV support to existing customers.
- Mentor and teach junior Dynamics NAV resources who possess various skill levels.
- Assist in presales demos and related activities.
- Improve and develop current team methodology and processes.

Desired Skills & Competencies

- Aptitude for learning and mastering new software applications in a fast-paced industry.
- 18 months experience implementing Dynamics NAV adhering to standard guidelines or methodologies.
- Minimum Level III CPA or equivalent with solid working knowledge of accounting and general business practices
- Possess a strong, professional work ethic.
- Commitment to continuous learning.
- Excels at team collaboration.
- Demonstrated problem-solving and decision-making skills.
- Strives to provide exceptional customer service and high client satisfaction.
- Strong verbal, written and organizational skills.
- Willingness and ability to travel; valid driver's license and passport are required for conference attendance and client assignments.
- Must be legally entitled to work in Canada and / or the United States.

Please send your confidential résumé as a MS Word or PDF document to: hr@encorebusiness.com, quoting the job number in the subject line of your email.

Furthering your success through the alignment of strategy, people, processes, and technology

We thank all applicants for their interest; however, only those candidates selected for subsequent interview will be contacted.



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