

D365 CUSTOMER ENGAGEMENT, SOLUTION CONSULTANT

JOB NUMBER: 20-CE-SC02

Posting Date: March 9, 2020

Start: Immediately

Duration: Permanent Full-Time

Location: Vancouver, BC

For Company Information visit WWW.ENCOREBUSINESS.COM

The Position

If you are passionate about technology and thrive on delivering efficiency and productivity gains to clients through automation, this position may appeal to you. Our Microsoft Dynamics 365 Customer Engagement practice (formerly CRM) is looking for an individual to join the team in Vancouver.

Adhering to established methodologies and best practices, you will be responsible for basic configuration, data migration, training, testing, deployment and on-going support of Microsoft Dynamics 365CE. You will work on end to end projects, in collaboration with cross-functional project teams, under the guidance of a project manager.

This intermediate level position will appeal to individuals who are confident in their ability to recommend solution designs to business decision makers and are committed to achieving a high level of client satisfaction. You have excellent communication and time management skills, strong business acumen and thrive in a fast-paced and ever-changing environment.

Key Areas of Responsibility

- Facilitate workshops with client subject matter experts to gather solution requirements.
- Write detailed functional and technical requirements documentation.
- Assist in high-level design discussions and support overall solution architecture requirements.
- Define and design system integrations, KPI/business intelligence dashboards and code enhancements.
- Configure D365 to meet client needs as defined in the functional requirements document.
- Design and deliver training to both clients and internal team members.
- Troubleshoot and solve application related errors.
- Contribute to company marketing initiatives by sharing your knowledge and expertise via blog articles, webinars and recorded videos.

Desired Skills & Competencies

- University Degree or Diploma in Business, Finance or Information Systems or equivalent experience.
- MB-200 Microsoft D365 Fundamentals certification is preferred; commitment to continuous learning to achieve ongoing Microsoft certifications.
- Minimum of 2 years of experience implementing Customer Relationship Management (CRM) software, preferably D365. Will consider other experience with similar requirements.
- Experience supporting sales executives with prospect meetings, solution demonstrations, project estimates and proposals.
- Excellent presentation skills; strong communication skills.
- Demonstrated problem-solving and decision-making skills.
- Influential in a team environment; challenges status quo to drive continuous improvement and innovation.
- Basic knowledge of JavaScript is an asset.
- Basic knowledge of Enterprise Resource Planning (ERP) applications preferably D365.
- Willing and able to travel; valid driver's license and passport are required.
- Must be legally entitled to work in Canada.
- Must be fluent in English – both verbal and written.

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.