|  |  |
| --- | --- |
| Job Title | D365 CE Developer |
| Reports To | Director Business Systems |
| Scope | UK |
| Department | Technology, Business Systems |
| Job Family | IT Delivery |
| Grade |  |
| Behavioural  Competency Level |  |

|  |  |
| --- | --- |
| Our Mission | |
| To give patients control of their health through knowledge, choice, convenience, and connection. | |
| Your Job Family Purpose | |
|  | |
| Your Role Purpose | |
| The D365 CE Developer will play a crucial role in designing, developing, and implementing solutions within the Dynamics 365 Customer Engagement (CE) platform to meet business and customer requirements. This role involves customizing and extending the platform to enhance customer relationship management operations. The developer will be responsible for creating custom entities, plugins, workflows, and integrations, ensuring that the developed solutions align with predefined business requirements in line with industry best practices. Additionally, the developer will collaborate with cross-functional teams, including project managers, business analysts and consultants, and quality assurance professionals, to deliver optimal CRM solutions. The role requires a strong understanding of Microsoft technologies, CRM development expertise, and the ability to analyse complex business requirements to propose efficient solutions. The developer will also stay up to date with the latest advancements in Dynamics 365 CE and associated technologies to continuously improve system performance and maintain data integrity. | |
| Our Values | |
|  | |
| Your Key Deliverables | |
| * Design, develop, and customize Dynamics 365 CE solutions, including plugins, workflows, and integrations. * Collaborate with analysts to understand and assist in documenting technical requirements. * Develop and deploy Power Platform solutions, including Power Apps, Power Automate, and Power BI. * Optimize system performance and ensure seamless integration with other systems or services. * Troubleshoot and resolve issues, ensuring minimal downtime and optimal system efficiency. * Work with cross-functional teams to ensure successful project delivery within agreed timelines. * Maintain up-to-date knowledge of Dynamics 365 CE and associated technologies. * Conduct solution testing and support the business through user acceptance testing. * Provide expertise in D365 CE modules to ensure comprehensive solutions. * Conduct workshops and training sessions for stakeholders on D365 CE functionalities. | |
| Our Regulatory Responsibilities | |
| * Adhere to (CQC/ GDP/NMC/GPHC / ICO) standards relevant to role * Chair / Attend all relevant committees aligned to remit of the role | |
| Your Skills and Knowledge | |
| **Skills/Abilities:**   * **Proficiency in Microsoft Technologies:** A deep understanding of Microsoft technologies such as C#, .NET, SQL Server, and Azure is crucial for developing, integrating, and customizing Dynamics 365 CE solutions. * **CRM Development Expertise:** A strong foundation in CRM concepts, particularly with Dynamics 365 CE customization, configuration, and SDK. Familiarity with client-side scripting languages like JavaScript and web development frameworks like React or Angular is advantageous. * **Problem-solving Abilities:** The ability to analyse complex business requirements, identify gaps, and propose efficient solutions. Strong problem-solving skills enable developers to create effective and scalable Dynamics 365 CE solutions. * **Communication and Collaboration:** Effective communication skills, both verbal and written, to interact with stakeholders, analysts, and consultants, understand their requirements, and articulate technical concepts. Collaboration skills help them work seamlessly with cross-functional teams. * **Experience with Power Platform:** Knowledge of Power Automate (Flows), Power Apps, and Power BI is essential for developing and deploying solutions within the Dynamics 365 CE platform. * **Custom Plugin Development:** Experience with custom plugin development using C# in the context of Dynamics 365 CE. * **Integration and Data Migration:** Skills in integrating Dynamics 365 CE with other systems and facilitating data migration from legacy systems, ensuring seamless data flow and maintaining data integrity. * **System Customization and Configuration:** Ability to customize and configure the system to align with the unique processes, policies, and branding of an organization. * **Knowledge of Latest Features:** Awareness of the latest features introduced in the Dynamics 365 platform, features that have been deprecated, and upcoming features as highlighted in the Dynamics product roadmap. * **Agile Development SDLC:** Experience working in an agile development software development lifecycle (SDLC), including participation in sprint planning, daily stand-ups, and retrospectives. | |
| Your Accountability | |
| Size of the unit | Contributing Group EBITDA performance |
| Direct Report units |  |
| Indirect Report units |  |