

JOB DESCRIPTION

Senior Functional Consultant



LOCATION:

Milton Keynes Head Office - Mix of home and office-based working options available

HOURS:

Full-time

SALARY:

Dependent on experience

WHO ARE PRAGMATIQ?

Pragmatiq are a Microsoft Solutions Partner who specialise in designing and developing Bespoke CRM (Customer Relationship Management) Systems and Custom Business Solutions, leveraging Microsoft Dynamics 365 and the Power Platform.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve our mission:

We are a team of Microsoft Technology specialists, offering high-quality technical services; designing, developing, and supporting bespoke solutions. Working within our values of Accountability, Collaboration and Excellence, we use our expertise to push technological boundaries. By offering a true partnership, we help our clients to succeed and are able to accomplish great things together.

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



ACCOUNTABILITY

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



COLLABORATION

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



EXCELLENCE

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



THE ROLE

You will be responsible for delivering Bespoke CRM Systems and Custom Business Solutions, working with Microsoft Dynamics 365 and the wider Power Platform, making use of both standard tools and custom development work.

You will be involved in our Project Deliveries of Dynamics 365 CE solutions & fully bespoke model-driven apps for new and existing clients. With the support of the project's Solution Architect, you will be responsible for the delivery of workstreams within a project. This includes the client workshops, solution design & requirements, leading the hands-on implementation of the system in these projects, deployment and managing the UAT process.

You will likely be involved in multiple project deliveries across multiple clients, but this is dependent on ongoing projects.

KEY RESPONSIBILITIES

- › Working as a Lead Consultant in Project Deliveries:
 - › Supporting the Solution Architect in the Initiation stage, with responsibility for setting up the environments
 - › Responsible for individual workstream(s) in wider Project Delivery:
 - › Responsible for the Design Stage, including running workshops, understanding the client's business processes & objectives, capturing & clarifying requirements, and designing, documenting & estimating the solution
 - › Responsible for the Build Stage, undertaking implementation work and supporting Consultants with the hands-on implementation, ensuring the delivery is fully tested and meets requirements, and playing back the solution to the client
 - › Responsible for the UAT stage, both the implementation & client elements, ensuring the solution is deployed and prepared for client UAT, managing UAT Feedback, delivering bug fixes/rework, and handing over the solution to the client
 - › Supporting the Solution Architect with the Deployment stage, with responsibility for delivering client training, and overseeing the deployment activities
 - › Responsible for managing the scope, budget, quality & timeline for their areas of responsibility in the project (i.e. workstream), and identifying solution risk in their workstreams
- › Could be required to work as a Solution Architect on some smaller Project Deliveries
- › Could be required to support a Solution Architect, who acts as the Lead, in the occasional Project Delivery
- › Supporting Pre-Sales for opportunities where required
- › Researching and staying up to date with the latest Microsoft Dynamics 365 & Power Platform functionality
- › Mentoring to support other's development to Senior Consultant



SKILLS & EXPERIENCE

- › An understanding of the Dynamics 365 CE Suite of applications and their standard processes & functionality, with expert knowledge from multiple implementations
- › A broad knowledge of the standard tools within the Power Platform, including an expert understanding of Power Apps and Power Automate, with experience of hands-on configuration & customisation from multiple implementations
- › A broad experience of systemising and automating business processes using Dynamics 365 CE & Power Platform, combining business process knowledge & analysis and identification of the required technology, with functional data modelling/management and strong logic
- › An understanding of the applications & use cases of the technical/development tools (i.e. JavaScript, C# plugins, etc.) available in, and technical design principles (i.e. integrations, etc.) relevant to, the platform, with an ability to identify a requirement for, and functional/process design, such technologies in a solution
- › A knowledge of complementary technologies, such as SharePoint, Power BI, Teams, etc., with an understanding of their application & use cases in Dynamics/Model-driven app implementations
- › Personable and excellent communicator, with experience running workshops, managing clients, and explaining technical solutions in layman's terms
- › Excellent organisational & proactiveness skills, suited to managing their own priorities and deadlines across multiple project deliveries
- › Ideally passed some of the following Microsoft Certifications; PL-200, PL-600, MB-210, MB-220, MB-230 and/or MB-240
- › Excellent problem-solving and critical-thinking skills, with an attention to detail
- › Excellent in engaging and collaborating within a team
- › Self-motivated and takes ownership of their tasks
- › A desire to learn and explore new technologies, with a proactive approach to personal development
- › Values professionalism
- › Good overall literacy and numeracy skills

EQUALITY, DIVERSITY AND INCLUSIVITY:

At Pragmatiq, we aspire to have a workforce that is diverse and representative of all sections of society. We value different thoughts and perspectives, and believe that a diverse workforce enables growth and creates a sustainably inclusive workplace for all employees. If you would like to discuss any specifics of the role and how you might be suitably qualified, or to discuss flexibility or accessibility requirements, please contact careers@pragmatiq.co.uk.

WHAT WE CAN OFFER:

Join our team at an exciting period of growth as we continue to build our reputation as a leading Microsoft Partner. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

We provide our employees with an extensive benefits package, that includes:

- › Enhanced Maternity, Paternity and Adoption Pay
- › Private medical insurance
- › Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- › Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- › Access to a mental health support service
- › A rewards account providing a range of discounts across a variety of excellent brands
- › One paid-for volunteering day a year for a charity of your choice
- › Up to £1,000 worth of training and certifications paid per year
- › Dedicated weekly education hours
- › Hybrid working environment
- › Quarterly team social events
- › 25 days of holiday, plus Bank Holidays
- › Option to buy an extra 5 days leave, or claim 5 days back at the end of the year
- › Birthday off work
- › £200 to spend on home office equipment
- › Competitive salaries
- › Walking meetings
- › Pension plan
- › Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK, The Hub and MK train station

HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to careers@pragmatiq.co.uk.