DAIRYNZ Position Description

Dynamics 365 Specialist

Position

Position Title: Dynamics 365 Specialist   **Reports to**:   Digital Delivery Lead
Direct Reports: 0   **Career Level:** Specialist
Budget: N/A   **Revenue**:   Nil
Management Position: No   **Delegated Authority**:   Nil

Purpose of DairyNZ

DairyNZ works for New Zealand dairy farmers. Our purpose is to help create a better future for them. We do this through investing in research through to extension to help solve on-farm problems and create new opportunities. Outside of the farm gate we collaborate with a wide range of stakeholders to achieve common goals and help tell the great dairy story.

Our Vision: ***Delivering a better future, for farmers.***
This is what we strive for in everything we do and everything we say.

Purpose of the position

The Dynamics 365 specialist will ensure full utilisation of the Microsoft Dynamics 365 applications suite (CRM, FinOps, & HRIS), including support of the applications and implementing any required enhancements. As the technical specialist for these applications, they will be the primary contact for the business to request assistance and will manage the delivery of any changes in consultation with our vendors.

Team organisation chart
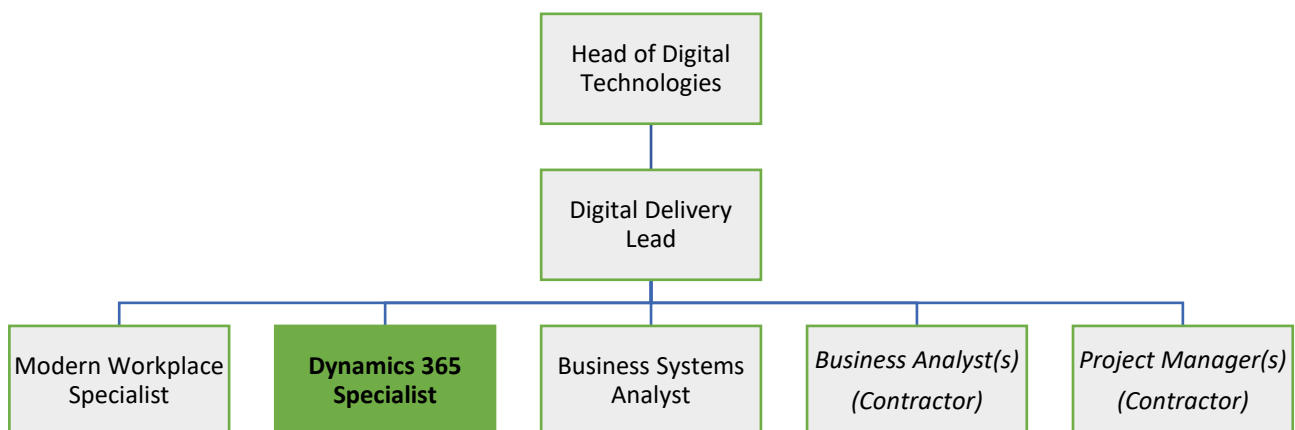
Key position deliverables

Key accountabilities of the role to be reflected in the Performance Agreement and Individual Performance Targets:

Key Performance Requirement:	Key Indicators:
System Administration	• Ensure that all staff have appropriate account access to DairyNZ Dynamics 365 Applications as applicable to their role and function in the business. • All access, permission and configuration changes are recorded for audit purposes and processed through change and release processes if required.
Project Input	• Provides technical expertise for Dynamics 365 application elements for internal projects. • Liaise with external providers to ensure systems complement existing infrastructure. • Implement introduction of new systems and upgrades utilising MS Dynamics 365, power platform and power shell. • Implement logging and alerting for new and existing solutions to ensure robustness of business flows and DairyNZ specific configurations/customisations. • Assist with UAT testing, end user training and go-live/BAU transition.
Support Services	• Provide support to staff for all applications as assigned by the Digital Delivery Lead. • Issues reported by end users are responded to and resolved in a timely manner. • Maintain a high level of engagement with Digital Technologies team members and software vendors for each application to identify and deliver appropriate resolutions to staff. • Communicate any application performance issues to the Digital Leadership team, Digital Technologies team members and end users, and assist as required to test until rectified. • Identify any application request support trends, reporting them to the Digital Delivery Lead. • Maintain and create support documentation as required. • Monitor support request job queue, update support tickets with actions taken, next steps and escalate as appropriate. • Identify systemic issues in applications or support processes and provide recommendations for improvement to wider DairyNZ digital services team. • Communicate any system performance issues to Digital team members and assist as required to test until rectified. • Where necessary lead problem management to identify root cause issues and implements permanent solutions resolution. • Maintenance of Active Directory groups, application licences and application roles as requested by System Stakeholders.

Dynamics 365 Specialist – July 2022

Digital Operations	• Follow and adhere to Digital operations processes such as Change Control. • Manage and plan changes to Digital systems appropriately. • Sufficiently manage risks and back out plans associated with Digital changes. • Conform to process in the usage of Digital Systems i.e. Service Desk and Time sheeting tools.
Digital Knowledge	• Maintain a solid knowledge and awareness of digital industry and modern workplace technology changes. • Identify opportunities for Dynamics 356 solutions that provide business value to DairyNZ. • Actively contributes to technology roadmaps and new initiatives that aid/enhance the functions of other roles in the Digital technologies team.
Staff Training	• Organise and deliver regular Application training sessions in conjunction with the business owner of each Application. • Maintain accurate records of training session attendance and achievements. • Actively contribute to the Freshservice (AssistMe) knowledge base as resolutions for common issues are realised.
System Testing	• Test new software releases/upgrades (including MS Dynamics six monthly wave releases) in test environments, prior to release into production. In some cases, this may involve discovering and publishing user cases. • Co-ordinate with other Digital Technologies team members regarding test results in the interest of planning and deployment.
"How we work"	• Support DairyNZ values and principles: Working Together, Leadership, Trusted, Results Focussed. • Understand and adhere to company policies and guidelines. • Actively support and contribute to DairyNZ organisational culture of one team. • Assist to align research, development, extension and education culture and strategy. • Comply with and actively ensure safe working practises of self and others in accordance with DairyNZ Health and Safety Policies.

Key relationships

Internal:	External:
Head of Digital Technologies	Digital and IT service providers and partners
Digital Delivery Lead	Software/application vendors
Digital Technologies team members	
DairyNZ staff (system users)	
Business application owners	

Qualifications and experience

Essential:	Preferred:
Tertiary qualification in Information and Communications Technology.	Relevant MS fundamental/associate level certifications for Dynamics 365
A minimum of 3 years' experience in a similar or related role.	5 years+ experience in a similar or related role.
Strong proven experience in either Functional or Technical development of D365 CE/CRM solutions.	Experience in CRM Development with a high proficiency in Microsoft Dynamics 365 platform
Experience configuring, developing, and delivering Dynamics 365 implementations (CRM, FinOps, & HRIS)	Experience with Microsoft Power Automate/Power Platform, Logic Apps, LMS365, Resco, ClickDimensions, Azure DevOps, TM1
Experience supporting a wide range of Applications/systems, web development.	Industry certification relevant to the role e.g. ITIL.
Strong communication skills – written and verbal.	Experience supporting and guiding internal customers to get the full value and functionality out of applications
Commitment to providing high quality and excellent internal customer service.	

Job specific & technical competencies

Category	Descriptor/Evidence
Workflow	Can structure business and technical processes into logical workflows that can be readily interpreted and followed by other team members and internal customers.
Technical Learning	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge – like internet technology; does well in technical courses and seminars.
Communication	Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
Time Management	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Planning	Actively plans to deliver tasks and project activity to milestones/deadlines, anticipates and adjusts for problems and roadblocks
Learning on the Fly	Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
I.T. Literacy	Capable of utilising all of MS Office suite to develop and deliver documentation and reporting of the required standard at a project contributor level.

Career level competencies – Specialist

Competency	Descriptor/Evidence
PROBLEM SOLVING	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
INTELLECTUAL HORSEPOWER	Is bright and intelligent; deals with concepts and complexity comfortably; described as intellectually sharp, capable and agile.
INTERPERSONAL SAVVY	Relates well to all kinds of people – up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
TIMELY DECISION MAKING	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision.