

Dynamics Trainer

Location: Hybrid – home and office

Hours of work: 37.5 hours per week

Reports to: Training Manager

A bit about us:

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities:

We are seeking a knowledgeable and dynamic Trainer to join our team, specialising in Microsoft Dynamics 365 Business Central. You will be responsible for designing and delivering high-quality training sessions, producing engaging training materials such as videos, booklets and blog posts, and supporting both external customers and internal staff. Familiarity with additional products such as Power BI, Cosmos and Continia will be advantageous.

Main Areas of Responsibility:

- Design, develop and deliver comprehensive training programmes on Microsoft Dynamics 365 Business Central for both customer and internal audiences.
- Create a variety of training materials, including video tutorials, written booklets, presentations, user guides and blog posts to support learning and product adoption.

- Conduct live training sessions, both in-person and virtual, ensuring complex concepts are explained clearly and effectively for audiences of varying technical backgrounds.
- Collaborate with subject matter experts to ensure training content is accurate, up to date and tailored to user needs.
- Gather and act upon feedback from training participants to continually improve delivery and materials.
- Maintain and update training documentation in line with software updates and new features, including contributing to the 'Cloud Control' release notes, and contribute to the development of the online learning platform, SharePoint and other delivery systems.
- Deliver supplementary training and resources for related products such as Power BI, Cosmos and Continia, and provide post-training support and guidance to internal users as required.
- Work collaboratively with other teams across the business, such as Support, the Project Delivery teams and the CRM and Power Platform team.

The Person

You will be someone who enjoys working in a fast-paced environment with a desire to work in a dynamic and innovative company.

Experience

- Proven experience in delivering software training, preferably with Microsoft Dynamics 365 Business Central.
- Experience in creating effective training materials, including videos, written guides and blog content.
- Broad technical knowledge of current Microsoft technologies and cloud systems, with a good grasp of general business processes and the practical application of AI to help customers get more out of Business Central and reporting; working knowledge of a reporting solution such as Power BI, Cosmos or Continia is desirable.
- Familiarity with online learning / learning management systems (LMS), and experience in a similar training or instructional design role.
- Relevant certification in Microsoft Dynamics 365 Business Central or related Microsoft technologies (for example MB-800 or MCT) is desirable; a background in business analysis or finance is an advantage but not essential.

Communication

- Excellent written and verbal communication skills, with the ability to convey technical information in a clear and engaging manner.
- Confident presenting to groups of varying sizes, both face-to-face and online.

- Able to explain complex concepts clearly to audiences of varying technical backgrounds.
- Able to work collaboratively with both technical and non-technical stakeholders.

Skills

- Strong organisational skills and the ability to manage multiple projects simultaneously.
- Adaptable and proactive, with a commitment to continuous learning and improvement.
- Able to undertake consultancy activities within areas of expertise, for example System Administration, reporting from the standard BC system, and standard accounting activities such as VAT returns.

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

You must have the legal right to live and work in the United Kingdom.

Please note: when you submit your CV for application, this may be retained on file indefinitely for future opportunities, in accordance to our GDPR Privacy Notice. If at any point you wish to exercise your right to be forgotten and have your details removed, please let us know by contacting recruitment@tecman.co.uk