

Senior Consultant – Customer Services

Location: Home/Office – **3 days per week in the office or on-site (flexible)**

Hours of work: 37.5 hours per week

Reports to: Head of Customer Delivery

Overall Responsibilities:

To work alongside the existing customer services team to provide high-level Microsoft Dynamics 365 Business Central/NAV consultancy, general and strategic advice to existing customers.

Main Areas of Responsibility:

- Support and advise the team to help guide the customers solution in the correct direction
- Working with the Key Account Managers, keep close and regular contact with accounts – by phone and site visits as required
- Work alongside the account managers to provide advice to existing Microsoft Dynamics 365 Business Central/NAV customers regarding upgrades, process improvement and Account Plans
- To assist with putting together requirement documentation, change requests and proposals for existing customers – including estimates
- Promote additional services provided by Technology Management to existing customers (such as Clever Dynamics products and 3rd Party add-ons etc.)
- Identification of project and sale opportunities within our existing accounts by proactively liaising with clients periodically
- Liaising with HelpDesk where required to ensure frequent/recurring customer cases are mitigated
- Post strategic owners customer visit, generating delivery plans with the aim of building into Account Plans and ensuring internal systems are up to date
- Work with the sales and helpdesk teams to on-board customers, mitigating risk, highlight opportunities and set deliverable expectations
- Running smaller Customer Delivery projects taking various roles from Project Manager, Consultant and Testing
- Product demonstrations to existing Microsoft Dynamics 365 Business Central/NAV customers where required
- Providing constructive feedback on internal process improvements and help developing document and process standards

Support the development of Tecman's standard extension library, by reviewing Change Requests and monitoring patterns/repeat requests.