

Dynamics 365 & Power Platform

Support Analysts

As a world-leading Microsoft Dynamics 365 partner, we help large enterprises such as Coca Cola, Mars and PepsiCo plus numerous mid-sized organisations such as Border Biscuits, Bernard Matthews Frozen, Karndean Design Flooring and Victoria Carpets. We combine our specialist product knowledge, technical expertise and understanding of business operations to help our customers streamline processes, be more responsive and resilient and expand their operations.

A **Dynamics 365 Support Analyst** at Technology Management is part of a team responsible for assisting customers with support concerns and challenges, resolving issues, and recommending solutions to address needs they may have.

We are looking for individuals who have excellent working knowledge of Dynamics 365 and/or Power Platform, either as an end-user or within a helpdesk environment. The existing large and experienced team is looking to grow and there will be multiple opportunities to expand your knowledge around all things Dynamics 365 and Power Platform, specialising in particular areas, and/or progressing into team leader roles.

Skills and Experience:

- Proven experience in implementation or support of ERP systems, preferably Microsoft Dynamics 365 Business Central, Dynamics NAV, CRM or Power Platform either with a partner or end-user
- Ability to analyse and troubleshoot support issues
- Excellent communication skills
- Understanding of manufacturing and supply chain processes (preferable, not essential)

We offer a hybrid work policy with a blend of home working and time spent with the team in our Wolverhampton based office - a beautiful 19th-century church, which we have brought up to date to create an incredible working environment. Plus, being in Wolverhampton means we've got great transport links to Birmingham, London, and the rest of the UK. We also have people working remotely across the UK and Northern Ireland, Poland, Malta and Romania.

We've been recognised as one of the UK's best workplaces by Great Place to Work in 2017, 2019, 2021, 2022 and 2023. We're also a Microsoft Gold Certified Partner and proud members of Women in Dynamics, helping promote diversity and inclusion within the Dynamics Community

Further benefits include:

- A competitive salary with plenty of opportunity for progression
- Benefits including pension and private healthcare
- Training/professional development opportunities