

Microsoft Dynamics 365 Business Central Lead Consultant

Location: Hybrid Office & Home – days to be agreed with line manager

Hours of work: 37.5 hours per week

Reports to: Dynamics Team Head

Overall Responsibilities:

We're looking for a lead software consultant, within the Microsoft Dynamics 365 Business Central ERP sector, to lead one of our implementation teams. If you are currently working with a Microsoft Partner this could be a great fit.

The role itself provides you with an opportunity to create a difference for Tecman's customers. You'll be analysing and scoping customer requirements as well as providing some end-user training, documentation, and the delivery of the solution, leading a wide variety of full end-to-end Microsoft Dynamics NAV/Dynamics 365 Business Central Implementations. Plus, you'll be working with other members of the team towards the shared goals of delivering successful projects and happy customers.

You'll have the opportunity to work on a hybrid basis and be provided with all the equipment you require to work comfortably both in the office and from home. This role will involve UK travel as well as occasional travel overseas providing incredible opportunities to develop your professional knowledge.

Main Areas of Responsibility:

- Taking ownership of your assigned implementation projects.
- When required, you'll carry out some Data Migration, System Configuration, Training, Software Testing, and Support where required, although typically this will be delegated to Consultants.
- You'll be responsible for the design & documentation of the solution for the client, utilising your own knowledge of business processes, and pulling in expertise from within the business when required, to explore ways of maximising efficiency to make a positive impact to our client's processes.
- Work closely with various departments within Tecman including:
 - The Project Management team - helping structure the detailed project plans and ensure projects are kept on track, helping you manage your time and giving you one less thing to worry about.
 - Our very own internal software division, Clever Dynamics - to help establish where additional system functionality would be beneficial to customers.
 - The Training team - helping to provide high-quality end-user training to customers.

- The Customer Support Team - on hand for customers to get in touch with any queries or issues post go-live. You'll be providing expertise on any tricky customer issues to help get them resolved quickly.
- Attend project and steering meetings with the PM team and customers helping provide excellent service to our clientele.
- Provide support to our existing client base for ongoing projects and support questions and issues. With anywhere from 10 to 300-day long projects there's plenty of opportunity to put your consultancy knowledge to good use and make a difference for our customers.
- Contribute to company resources for training and education both internally and for end customers. This could include providing videos & interactive presentations for YouTube and our Online Learning Platform, content for our regular Tecman Talks Dynamics podcast, writing blogs around key product updates or presenting at the weekly consultants' Learning Hour.
- Build, and expand on, positive client relationships while developing an understanding of our customers' businesses helping make them long-standing customers and ultimately maintaining our high client retention.
- Nurture and assist less experienced consultants, you'll play a role in developing and growing our very own talent here at Tecman so we can continue to be one of the UK's leading Microsoft Partners.

The Person

Experience

- Ideally a minimum of 5 years' experience in a similar role working for a Microsoft Dynamics Partner.

Communication

- Confident, with excellent verbal and written communication skills are essential. You will be regularly dealing with customers at board level via Microsoft Teams, emails, phone and face-to-face meetings.
- Effective communication with colleagues at all levels.
- Strong leadership skills to help drive projects to a successful delivery.

Skills

- High level of functional knowledge of NAV/Dynamics NAV/Dynamics 365 Business Central applications.
- Experience in delivering SaaS and On-Premise solutions.
- Experience with distribution and manufacturing implementations is ideal but not essential.
- Knowledge of finance essential.
- Some development skills can be useful, though not essential.
- Worked in a structured project delivery environment & experience of Prince2 / Microsoft Surestep methodologies.
- You will need to be self-motivated with the ability to manage smaller customer projects on your own.