

CRM Dynamics Developer

Position Description

Directorate:	Finance and Corporate Services
Reports to:	Manager, CRM Platform
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Develop, customise, configure, deploy and support solutions in CRM systems. The role is part of a Scrum CRM team consists of CRM developers and Business analysts and led by CRM platform manager. The role will work closely with the business analysts to ensure that the solutions are built according to the business objectives and requirements.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

People and Culture: this team is responsible for the Society's people related functions and strategy including people strategy; people policy; people systems; diversity and inclusion; organisational development; recruitment; workforce operations; employment relations and business partnering.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Safety and Emergency Management: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work and emergency management functions.

Accountabilities and responsibilities

The CRM Dynamics Developer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Design and implement Dynamics CRM solutions to be fully compliant with customer business processes
- Conduct unit testing and collaborate in the system testing to ensure changes have been made in accordance with the business requirements.
- Securely integrate Dynamics CRM solution with other systems like Portals, Mobile apps, ERP, Intranet, etc. using standards-based web-services
- Monitor the performance of CRM systems and act proactively when needed to make sure the systems always meet the expectations from the performance perspective.
- Record and manage technical debt together with the Dynamics Platform Manager
- Assist and support internal customers with using our services throughout projects and operations, supporting and mentoring them through the relevant processes
- Build positive relationships with internal customers during projects to ensure that our relationships with internal customers are strong, profitable and enduring.
- Provide high-level specialised technical support and consultation to both business and Technology Services management
- Ensure support tickets escalated by the Service Desk are closed within SLAs
- Proactively identify problems, prioritise and continuously improve.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Provide high quality, timely and user-centred analysis and development work to deliver on the Society's business and user requirements.

Key working relationships

In addition to the Manager, CRM Platform and their direct reports, the CRM Functional Analyst will foster close working relationships with:

- BI Data Platform team (Finance and Corporate Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society’s resources responsibly.

Role-specific criteria

- Relevant tertiary qualification/s in Information Technology or equivalent.
- 5+ years’ experience in developing and customising solutions for MS Dynamics CRM which includes but not limited to developing plugins, custom workflow steps, JavaScript and HTML web resources.
- Microsoft Dynamics 365 development experience (CRM development experience preferable).
- Experience in building and configuring portals using Dynamics 365 portals.
- Experience in building applications using PowerApps.
- Experience in building flows using Power Automate.
- Experience with source control management systems.
- Experience working with an Agile product development team.
- Experience with developing SQL-based and fetch-based reports.
- Experience with integrating Dynamics CRM with other systems such as portals and ERP systems.
- Be a team player and a problem-solver.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience with CRM online administration and configuration.
- Experiences with web UI development (HTML, CSS, JavaScript and JQuery).
- Dynamics 365 certification.
- Experience with Azure DevOps.
- Experience with Azure WebJobs.
- Experience developing secure web applications and web services.

- Experience with Power BI