

## bpha ROLE PROFILE



<b>JOB TITLE:</b>	Power Platform Developer
<b>REPORTS TO:</b>	Head of IT Change
<b>POSITION LEVEL:</b>	Technical/Specialist Higher
<b>JOB PURPOSE &amp; ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• Innovate and drive the implementation of Microsoft Dynamics 365 and Power Platform.</li> <li>• Passionate about the Dynamics 365 and wider Microsoft stack and dedicated towards innovation in the space.</li> <li>• Advise and direct the business on the advantages and capabilities of Microsoft Technologies.</li> <li>• Act as a specialist for delivery of enterprise-scale transformational business projects. Work in collaboration with the Dynamics solution architects through the design and build process.</li> <li>• Mentorship and support to more junior members of the team</li> <li>• Work within an agile framework</li> </ul>

KEY RESULT AREAS	MEASURES OF SUCCESS
Contribute to application strategy, selection, and procurement activities. Working in collaboration with the Dynamics Solution Architects guide the direction and build of bpha systems – ensuring that where sensible leverage the Microsoft Stack.	Active contribution to discussions, direction, and procurement activities in relation to the technologies in use/

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Proactively engage with the wider business to drive change and solution adoption. Educate system owners within the business to illustrate the transformational or efficiency possibilities that new solutions offer.	Business understands benefits of recommended solutions and can make informed decisions to select the best product.
Apply Microsoft Stack knowledge to implement, develop, and enhance application solutions in line with the IT Strategy and operational plan.	Solutions developed to budget, time, and suitable quality, deliver requirements. Using the right tools and application for the job - specifically leveraging the Microsoft Technology Stack.
Participate in the design, development, implementation and testing of improvements to core business systems.	Core systems maintained correctly with appropriate change control and testing processes in place and with minimal service disruption. Adhere to agreed project management methodology and change control.
Provide 3rd line application support expertise to the Dynamics 365 platform and provide a support network for colleagues in the team.	Deliver comprehensive strategic, operational and support activities, escalated support tickets are resolved within agreed SLA and procedures.
Produce and maintain high quality documentation that supports the needs of other project functions such as development, testing, and support.	Knowledge base articles developed, published, and maintained. Hand Over to Support documentation and training delivered to the satisfaction of the Service Desk staff. Training courses developed by the training team for delivered solutions, where appropriate.
Transfer expertise to junior staff, create and maintain knowledge-based support documents. Mentoring and coaching colleagues to enable them to become independent developers and understand how to leverage and use best practice in the MS Stack.	Junior staff develop skills to support the key application suites. Information and expertise silos are not created. Enable them to gain the confidence and knowledge to independently maintain and develop bpha systems.

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To ensure that all requests for support are logged and updated on the Helpdesk logging system.	Maintain a high degree of customer service for all support queries and adhere to all service management principles - positive and consistent feedback from customers.
To liaise with suppliers to undertake configuration changes to core systems as upgrades, hot fixes or service packs occur and according to suppliers' published schedules.	Upgrades and patches applied to core systems without disruption to the business.
Contribute to application strategy, selection, and procurement activities.	Active contribution to strategic discussions, direction, and procurement activities.
Ensure bpha is utilising new and emerging Microsoft technologies (where appropriate) and is benefitting from innovation.	Maintain a high level of engagement with the wider Microsoft community in order to bring new ideas around innovation and continuous improvement.

## PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):

### Key Skills and Attributes

- Logical and analytical problem solver, to understand and interpret complex requirements (E)
- Excellent oral and written communication skills. Strong customer service skills, tact, and diplomacy (E)
- Ability to add value to processes and system use through rationalisation or suggestion of improvements (E)
- Fast Learner and dynamic thinker (E)
- Able to manage a high and varied workload and balance the conflicting needs of business-as-usual activities and implementation of multiple projects (E)
- Strategic thinking and solid stakeholder management skills to effectively present and communicate information to management, public groups and/or directors (E)
- Able to create strong relationships with commercial and 3rd party vendors to further the bpha's strategic goals and ensure bpha is at the forefront of innovation (E)

### Knowledge and Experience

- Microsoft Dynamics experience (E)
- Power Platform experience (E)
- Microsoft Azure (E)
- PCF components, MS Graphs, SharePoint experience (E)
- Experience of leading delivery of large transformational business projects (E)
- Demonstrable experience of working within a project team (E)
- Extensive third line application support experience (E)
- Second- or third-line application support experience (E)
- Experience in Social Housing sector or with Housing Systems (D)
- Knowledge of current technologies and up to date knowledge of developments in information systems (D).
- Experience of application integration (D)
- Knowledge of web technologies (D)
- Experience of working on Mobile Application solutions (D)
- Exposure to MS SQL Server Integration Services (D)
- Other development skills e.g. .NET, PowerShell, Microsoft SQL (D)

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### Qualifications or training required (or appropriate demonstrable experience)

- Relevant Degree and/or working experience with MS Dynamics (E)
- Power Platform Developer or Power Platform Functional Consultant Certification (E)
- Agile methodology certification e.g. Scrum or Project Management certification e.g. PRINCE2, APM (D)
- ITIL Foundation (D)

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### VALUES AND BEHAVIOURS:



#### We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

#### We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

#### We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

#### We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

### Special Requirements if appropriate for role:

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

### DATE LAST REVIEWED:

Oct 2024