

Role Profile

Job Title:	Dynamics 365 and Application Analyst
Reports to:	Head of Technology
Responsible for:	N/A
Business Area:	Technology, Data and Change
Purpose of Role:	The Dynamics and Applications Analyst will be responsible for managing and supporting the Microsoft Dynamics 365 platform along with other enterprise applications. This role involves working closely with various business units to analyse requirements, configure and implement solutions, and provide technical support to ensure smooth system operations. The successful candidate will be the technical point of contact for Dynamics 365, ensuring optimal performance and user satisfaction.

Key Responsibilities

Manage Microsoft Dynamics 365 Environments:

- Configure, customize and support Microsoft Dynamics 365 to meet business needs.
- Collaborate with business users to gather and analyse requirements and translate them into effective technical solutions.
- Provide technical expertise in data migration, integration, and configuration within Dynamics 365.

Application Management:

- Administer other enterprise applications, ensuring proper functionality, security, and upgrades.
- Troubleshoot application issues and coordinate resolutions with internal teams or external vendors.
- Support system upgrades, patches, and enhancements to improve operational efficiency.

Integration and Collaboration:

- Work closely with other Tech colleagues and external consultants to integrate Dynamics 365 with other systems.
- Manage and support APIs and data exchange between systems to ensure seamless operations.
- Collaborate with stakeholders to improve processes and align business needs with technical solutions.

Service Request Management and Training:

- Manage service requests promptly, ensuring root causes of problems are identified and resolved to meet internal customer expectations and business needs.
- Develop system documentation, user manuals, and online training for Dynamics 365 applications and other business systems.
- Conduct root cause analysis to develop improvements and enhance the resilience of our application estate.

Security and Compliance:

- Collaborate with the Saffron security team to ensure adherence to identity and access management principles across our application stack.
- Maintain user security roles to ensure least privileged access at all times.

Business Change and Solution Delivery:

- Assist in delivering the business change agenda through ongoing solutions design and delivery.
- Support change activities, including system administration, and continuously evolve solutions to meet business processes.
- Liaise with the change team to ascertain requirements and design solutions that meet business needs.

Continuous Improvement:

- Ensure continuous improvement is integral to deliverables and day-to-day operations.

The Right Fit

These are the essential and desired skills, experience, knowledge, and personal attributes that we are looking for to ensure you are ‘the right fit’ for Saffron and the role.

Technical Expertise:

- Experience configuring and managing Microsoft Dynamics 365 and the Power Apps platform.
- Proficient in the Azure DevOps platform, including its integration with Dynamics-based environments.
- Experience managing Microsoft Office 365.

Software and Methodologies:

- Practical knowledge of Microsoft software.
- Proficiency in Agile project methodologies.

Compliance and Regulations:

- General knowledge of GDPR and its implications on IT systems and data management.
- A core understanding of IAM and the principles of least privilege.

Communication and Troubleshooting:

- Ability to explain complex technical concepts to individuals with limited IT knowledge.
- Demonstrates practical troubleshooting and problem-analysis techniques.
- Strong verbal and written communication skills when in person or online.

Relationship Building:

- Proven ability to build strong working relationships with internal and external customers and suppliers.
- Experience in producing training materials and guides to support business needs.

Professional Attributes:

- Intellectually agile and a self-starter.
- Clear strategic thinker with a passion for service improvement.
- Results-focused with a commitment to delivering high-quality outcomes.

PACE

Professional.Accountable.Collaborative.Evolving

Our Values

At Saffron our values are very important to us. We trust our staff to do the right thing and look for people whose values are aligned to ours:

Professional

- Our staff will lead with passion, act professionally, showing respect for our customers, our stakeholders and each other.
- They will act with empathy, integrity, and honesty, showing enthusiasm and sincerity for the work that they do.

Accountable

- Our staff will take pride in responsibility and be accountable for delivering on promises.
- They will own issues and learn from mistakes.

Collaborative

- Our staff will work as one team, breaking down silos between departments to deliver the best services we can.
- They will constructively challenge, listen, be supportive of their colleagues, acting as role models for others.

Evolving

- Our staff will strive to continually improve, being agile, and comfortable with change.
- They will take the initiative to get better every day, being curious, bold and ambitious for themselves and the business.

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