

## INTERNAL ADVERTISEMENT

A vacancy exists for a CRM Developer in Johannesburg.

This is a development role involving requirements gathering as well as working on the deployment, customization of Microsoft CRM Dynamics 365, and the CRM Customer Portal.

### **The responsibilities of the position include:**

- Dynamics 365 CE development and configuration
- Document business requirements in the form of user stories
- Create and troubleshoot workflows
- Customize Microsoft CRM customer self-service portal
- Microsoft CRM data management
- Querying client data
- Bulk data imports and updates
- Ability to integrate CRM with other systems
- Design and build dashboards and reports
- Assist the Application Support team with Production issues where necessary

### **In order to be considered for the position, the following requirements must be met:**

- Completed Bachelor's Degree in Computer Science and IT
- Completed Microsoft Dynamics CRM 365 Certifications
- Min 3 Years relevant experience in Dynamics CRM Development and configuration
- JavaScript and HTML skills
- C# skills would be an advantage
- Experience working with Microsoft Power Platform
- Experience working with Power Automate
- Knowledge of Microsoft CRM self-service portal
- Knowledge of Power Apps
- Familiar with Scrum framework

### **Behavioral Competencies:**

- Planning & Organising
- Communication & Impact
- Customer Focus
- Problem-solving
- Initiating Action
- Contributing to Team Success
- Work Standards
- Passion & Attitude
- Continuous Learning
- Industry and Business Knowledge
- Driving for Results
- Adaptability