

Job title:	Microsoft 365 Developer
Directorate:	IT - Digital Development
Date written:	July 2020
Notice period:	2 months
Band:	GGs - 11
Job code:	4627

Purpose of role

Working within the Digital Development Team, this role is responsible for the ongoing development and maintenance of our core digital developments based on Microsoft Dynamics 365 Customer Engagement (CE) and Customer Relationship Management (CRM) modules with power platform and API Integrations.

Working with other members of the .Net and Business Change Teams to deliver a great user experience for tenants and colleagues at all stages of the development life cycle from capture of business requirements to delivery of workable solutions and ongoing support.

Complete all tasks within the companies Group Infrastructure, IT Security and Data Protection policies.

Key duties and responsibilities

- Develop solutions to meet the needs of our customers and the business based on user stories.
- Estimating work content of User Stories.
- Recording work progress daily against development tasks via DevOps.
- Produce scalable and re-useable code to meet the needs of the business ensuring adherence to coding standards.
- Ensure all documentation associated with a user story is completed in a timely manner.
- Responding to any business-critical issues to ensure the provision of a comprehensive system and user support services.

- Perform root cause analysis for production issues and work with the Lead Developer to propose appropriate solutions. This will include working through tickets that have been escalated by the Technology Service Desk.
- Monitor and respond to any system alerts and further develop monitoring to proactively identify critical issues and trouble shoot the problems.
- Carry out any corrective data or housekeeping activities and improve procedures as and when required.
- Use up-to-date, modern and efficient techniques and technologies that can be reused and shared with their developer community.
- Build prototypes and proof of concepts, including relevant documentation.
- Explain complex technology terms to non-technical stakeholders.
- Any other duties relevant to the role.

Knowledge, skills and experience required

- Significant, detailed knowledge of Dynamics 365 specifically of the Customer Relationship Management (Sales) and Customer Engagement (CE) systems, working with the Power platform, integration with third party systems via APIs, and experience of developing custom workflows.
- Knowledge of, and experience in development in .Net and C#, and Vue.js is highly advantageous.
- Knowledge of, and experience of Microsoft SQL Server, with Cosmos dB an advantage
- Excellent communication and collaboration skills and a flexible team player personality with a natural ability to work in a rapidly changing multi-tasking environment.
- Experience of working in and managing agile development projects with previous experience of managing data migration projects from multiple solutions and sources.
- Proactive and capable of working on own initiative, able to prioritise workload and working under pressure often producing outputs to tight deadlines.
- Ability to explain complex technology terms to clearly articulate and share knowledge with various audiences i.e. non-technical stakeholders.
- Demonstrate analytical skills, decision-making, intellectual curiosity, intellectual honesty, pro-active and effective communication skills, both written and verbal.

- Being passionate and committed to your role; willing to bring forward new ideas, challenge areas where we can improve to contribute to our ongoing success. This will include the ability to work in a flexible manner and may include working outside of normal hours.
- Full driving licence and access to own transport, or ability to travel in a timely and efficient manner to attend meetings in other offices that may not easily accessed by public transport.
- Demonstrate our values and behaviours.