

Position Description

Dynamics 365 – Senior Functional Consultant

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Dynamic Labz has been engaged to deliver a Digital Transformation Program of works by an industry leader in the Sports and Entertainment industry in Australia. The scope of work includes implementation of Business Applications with Dynamics 365, Digital Platforms, and Information Platform as part of its Digital Transformation Program.

As a Functional Consultant, you will report to the Project Manager and interact with Product Owners, Subject Matter Experts, Technology Partners, Developers, SCRUM Master, Test Manager and Data Migration Specialist to shape the transformation by bridging the gap between business and technical teams.

At Dynamic Labz, our services help bring immediate value to our customers, and makes a direct impact on how businesses and people work day-to-day. Here, you'll be an important part of our high-energy, unique, fast-paced, and innovative culture that focusses on delivering quality outcomes with agility.

Responsibilities:

- Responsible for understanding business needs, eliciting information, and analyse the information to propose future state system process with detailed functional design.
- Facilitate workshops, interviews, and focus groups to elicit requirements from project stakeholders.
- Identify, analyse, and propose options using process maps, flow diagrams, and data models for solutions in Dynamics 365 Customer Engagement to meet business requirements.
- Lead FIT/GAP Analysis with implementation partner and technical teams.
- Provide accurate advice about business issues and solutions to assist with specifying business requirements for new or existing solutions.
- Lead the BA team with respect to preparation and quality of Business requirements, Analysis and Design documents review and sign off.
- Challenge the implementation partner during workshops to arrive at a design that can provide improvement to the current business process.
- Lead the comprehensive review of Functional and Technical design documents produced by the implementation partner by providing detailed feedback.
- Ownership of the Functional Design Document produced by the implementation partner and ensuring that it is updated consistently through the course of the project.
- Acting as the liaison and main escalation point for requirements and design issues with the implementation partner.
- Collaborate with the implementation partner team on the build phase to ensure alignment with the design and requirements.
- Conduct solution walkthrough to validate and obtain approval of business on the solution developed by the implementation partner.
- Identifying business impacts with stakeholders for input into change plans. Working with business, process owners and change resources to plan the change impact outcome.
- Impact assessment of as-is process and plan process changes for the future business process to guide and train the end users.

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- Collaborate with the UAT Test manager and Subject Matter Experts to prepare and validate test cases with the business requirements.
- Assist the Data Migration specialist as required during data mapping workshops.
- Collaborate with the implementation partner and contribute towards detailed user and system documentation, end user training and knowledge-transfer services.
- Actively contribute to stand-up, sprint planning, retrospective planning, and sprint showcase.
- Assisting and coordination of business cutover/migration tasks.
- Work collaboratively within a team environment with high priority deliverables, and guide and knowledge transfer to project team members.
- Willingness to roll up sleeves, collaborate and deliver and a positive attitude towards project deadlines.

Desired Experience

- Minimum 10 years hands-on experience as a Dynamics 365/CRM Functional Consultant
- Excellent communication skills with a flair and passion for delivering real world solutions.
- Strong analytical skills with the ability to collect, organize, analyse and disseminate information across project teams and stakeholders with attention to detail and accuracy.
- Minimum 3 years experience in leading a small BA team.
- Experience in large transformational project/program management within established structures and the ability to work to tight deadlines and competing priorities.
- Experience in working collaboratively within a team environment with high priority deliverables, and ability to guide and knowledge transfer to project team members.
- Experience communicating with a wide range of stakeholders including project team members, technical staff, subject matter experts, vendors and executive.
- Extensive experience writing documentation to a high standard including process models, business requirements, functional specifications, entity relationship diagrams, test plans, system and user documentation.
- Experience in process modelling (BPMN) and data modelling and use case development.
- Experience in the building of implementation artefacts such as policies, procedures, system user documentation, communication, and training material
- Experience in using tools like Azure DevOps or JIRA is highly desirable.

Spark your interest?

To find out more about this exciting and challenging role please apply by attaching your resume to contactus@dynamiclabz.com. Please note that due to the high volume of applications only short-listed candidates will be contacted.