

SENIOR DEVELOPER: DYNAMICS 365 CRM

R 68 992,53

Please Note: This is a fixed-term contract position for 8 months.

The Public Service Sector Education and Training Authority needs to employ a suitably qualified Senior Developer: Dynamics 365 CRM. The successful candidate will be based in PSETA Offices in Hillcrest, Pretoria.

As part of this role, you will use your existing skills in Power Platform/Dynamics configuration and development to build modern, cloud-based solutions and will have an opportunity to broaden your skills to other key Microsoft technologies. These technologies include .net, .net core, c#, Azure cloud, SQL Server, Microsoft 365, Javascript, and SharePoint. You will be exposed to all aspects of solution delivery including business analysis, development, and training end users. The successful applicant will be based in PSETA Offices in Hillcrest Office Park, Pretoria, and will report to the PSETA ICT Manager.

Key Responsibility Areas

1. Systems Support & Maintenance

- Work on existing Dynamics 365 and Power Platform projects to enhance configurations and customizations.
- Support, manage, and deliver ongoing platform application support to achieve customer satisfaction and service excellence.
- Accountable for problem resolution and implementation of corrective actions where required.
- Working with other team members to analyze system functions and review functional and technical specifications.
- Understanding incoming incidents and replicating these on UAT / QA / Sandbox environments to allow for fix verifications.

Board members: Mr T Tshefuta (Chairperson) | Ms C Brink | Mr L Nzimande
Mr NN Maesela | Mr PB Makhafane | Mr MI Napo
Ms T Molefe-Sefanyetso | Mr PB Moenanya | Ms L Dlodla | Ms N Nzimande
Ms N Silinyana | Mr M Ramakgale

- Work with team members to ensure best practice and quality approach to customer software

CEO: Ms B Lerumo

support.

- Ensure high standards of customer engagement and services are maintained.
- Expected to complete work-related training and learning to obtain relevant Microsoft Certifications for the Power Platform.
- Writing supporting documentation.

2. Compliance

- Operates within controls and procedures in order to ensure the integrity of PSETA.
- Identifies and reports risks or areas of concern to management within own department and area of responsibility.
- Ensures compliance with all relevant regulations and procedures to prevent fruitless, wasteful and irregular expenditure.

3. Customer Service

- Maintains effective working relationships with customers (both internal and external) towards rendering highest quality of services.
- Represents PSETA in meetings with relevant stakeholders.
- Identifies and solves problems creatively whilst demonstrating a high level of integrity in line with PSETA core values.

EDUCATION

- Bachelor's degree in computer science, Information Systems, or equivalent.
- Proven experience as a Functional Consultant in implementing Dynamics 365 Customer Service.
- Strong understanding of Microsoft Dynamics 365 and its integration with other business systems.
- Excellent problem-solving and troubleshooting abilities.
- Strong communication and interpersonal skills.
- Microsoft Dynamics 365 certification.

EXPERIENCE:

- Demonstrable development experience in Microsoft Power Platform - Microsoft PowerApps, Power BI, and Power Automate. (essential)

- Previous experience as part of a support team.
- Experience in Data, UI, Logic, Data Verse and Visualisations.
- Experience with Office 365, Dynamics 365.
- Industry experience working in software development environments.
- Strong ability to manage multiple client relationships simultaneously.
- Strong customer engagement and delivery experience.
- Experience with Azure / Cloud concepts Knowledge.
- Experience in Azure, Azure DevOps and PowerShell.
- Experience in SQL Server or another SQL-based relational database.
- Experience in a .NET programming language, preferably C#.
- Any MS certifications.
- SharePoint 365.
- Technical knowledge of Dynamics 365 Customer Engagement, including development of Plugin Assemblies, Web Resources and Dataverse Customisations
- Experience across elements of the Power Platform including Canvas Apps, Power Pages, Power Automate
- Experience with Microsoft technologies an advantage including .NET, C#, SQL, SSIS and SSRS
- Experience with web development is also an advantage, including HTML, CSS, and TS/JS
- Microsoft Azure experience, e.g. App Service, Function Apps, Logic Apps, Service Bus
- Experience with writing unit tests.
- Microsoft technical certifications (Dynamics 365 / Power Platform / Azure)
- Agile project delivery experience
- Ability to address/rationalize application issues and understand the technologies supporting the application.
- Excellent documentation skills including developing functional and technical specifications.
- Drive to rapidly deliver value to customers through complex Dynamics CRM implementations.

22 April 2024

