

8 August 2023

**Position** CRM Global Support

**Departments** Sales

**Job  
Description**

## Job Specification – CRM Global Support

- CRM Global Support/Sales

### Location:

- preferably near PST location, ideally Ely, UK (Can be flexible)

### Reports To:

- Rolf Kolass

### Works with:

- All global sales teams

### Key Responsibilities

- Support the global CRM Super Users and local Sales Teams with any Microsoft D365 CRM related issue (2<sup>nd</sup> level support function)
- Identify if issue needs external resolution (3<sup>rd</sup> level support) by raising helpdesk ticket with our external CRM Consultant
- Track, Update and Complete internal CRM helpdesk tickets from PST IT Support
- Setup and Manage training Matrix for Super Users
- Train Super Users for local 1<sup>st</sup> level support function such as (examples):
  - Update Templates for CRM Sales Quotes
  - Setup of local Dashboards & Views
  - Support with training of new starters (local Training Matrix for users)
  - Deal with additional requests within guidelines
  - Update single prices and local descriptions
- Create new accounts for new starters.
- Manage and Update security roles within guidelines.
- Add new processes and workflows within guidelines.
- Create and Maintain Standard Operating Procedures (SOP's)
- Identify opportunities to improve processes and tool benefits.
- Upload and Support pricing updates and descriptions globally
- Export and Import for leads/contacts in D365
- Support planning of projects in D365 CRM as and when required

### Position Requirements:

- IT Literate and a comprehensive understanding of Windows Office 365 programmes to include Word, Excel and Outlook is essential
- Strong organisational and administrative skills with attention to detail and methodical approach
- First Experience from similar working environment for supporting D365 CRM
- Highly customer focused with appreciation of confidentiality and discretion
- The ability to communicate effectively both verbally and written with internal/external customers

If you are interest in the above position, please send you CV to [rolf.kolass@processsensing.com](mailto:rolf.kolass@processsensing.com)