

19 July 2023

Position: Dynamics 365 CRM Specialist and Project Manager

Departments: Marketing

Location: Ely, Cambridgeshire

Job

Description:

Process Sensing Technologies is a leading manufacturer of measuring instruments and sensors for the most advanced applications in high-profile industries. We are the pioneers in instrumentation and software for Cloud-based Industry 4.0 and other innovative industries like additive manufacturing or hydrogen-based green energy.

For the onward development of our CRM we are seeking a highly motivated and enthusiastic

Dynamics 365 CRM Specialist and Project Manager in Ely, Cambridgeshire,

Hybrid work model possible

As the Dynamic 365 Specialist, you will project manage and deliver defined CRM technical projects and proactively improve our CRM system by working together with our project delivery and support provider. You should be confident in understanding various business processes to define and deliver customisation projects needed to meet business requirements. As we evolve our business you will be the key stakeholder ensuring that the Dynamics platform gets adopted, working together with 3rd Party CRM Service Suppliers as well as guiding and training local Super Users and supporting them with all D365 related queries. The role will offer you a great opportunity to get hands-on with configuration and customisation, allowing you to expand your own skillset.

Further responsibilities

- Work closely with the Sales, Marketing the IT team as well as with external CRM consultants to ensure the CRM works effectively for all aspects of the business.
- Build workflows and reports for campaign performance metrics.
- Troubleshoot technical issues.
- Research and leverage CRM-related innovations to further enhance our Dynamics 365 system.

Desired experience

- Experience in understanding business processes and recommending process changes or system enhancements to improve productivity.
- Good Dynamics 365 CRM and Dynamics 365 portal knowledge
- Experience in technically maintaining and administering systems, software, or digital services.
- Experience in providing end users with 1st and 2nd line support.
- Data quality and management skills, to ensure data integrity.

- Experience providing end-user training on new functionalities of the system.
- Knowledge of how to manage/maintain user permissions, security roles and security teams.
- Experience in on-premises Dynamics 365 migrations and development as well as some familiarity with SQL and the Azure platform [\[GD1\]](#) would be an advantage.

Personal Skills

- Self-motivated and able to work on own initiative.
- Highly organised and able to prioritise.
- Able to multitask in a multicultural environment.
- Good knowledge of the English language is important.

Education

Degree-level qualification, similar experience, or relevant certifications e.g., Microsoft Dynamics Certification

We offer:

A modern working environment in a successful, growing company and an international team of dedicated people who don't hesitate to go the extra mile to impress a customer. Competitive salary and benefits incl. pension scheme, private healthcare etc.

CV's to:

HR Manager

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