UNIVERSITY OF Reading

JOB DESCRIPTION

Vacancy reference:	SRF32220 – R1
Post Title:	Senior CRM Developer
Grade:	7
School/Department:	Digital Technology Services
Reports to:	Head of Digital Applications and Development

Purpose

The role of the Senior CRM Developer is to directly support the design, development, operation and maintenance of our Microsoft CRM technologies (Dynamics 365) and to work with other teams within the University to ensure that services are delivered efficiently and new developments meet the required standards

Main duties and responsibilities

Technical & Development

1. Provide proactive management and maintenance of CRM technologies and applications at an expert level in conjunction with senior colleagues across the University, primarily using Microsoft Dynamics.
2. Develop and design new CRM applications and features at an expert level using C#, JavaScript, CSS and Visual Studio.
3. Work with customers to understand their needs and meet their requirements ensuring that applications are robust, secure and responsive.
4. Provide customers with expertise and advice; promoting an understanding of the data implications of system integration, inter-relationships between corporate systems, data ownership and system change.
5. Identify, propose and implement areas of service improvements.
6. Provide specialist technical advice and support to colleagues across the University, and take a lead role in the resolution of complex problems.
7. Contribute to policies and design processes and procedures for the design and management of CRM systems meeting the needs of the University strategy.
8. Contribute to projects as needed, this can involve ad hoc requests for small configuration changes to CRM applications to large capital projects working with groups from across the University.
9. Design, deliver and document highly available systems and services that deliver robustness of the major CRM applications through the use of backup, business continuity and disaster recovery to negotiated performance levels and ensure that these are maintained.
10. CRM server administration and monitoring at an expert level.
11. Analyse error logs and monitor outputs and provide innovative solutions to poor performing applications and systems

Responsibility & Leadership

12. Provide support to other members of the team, and take responsibility for the delivery of services
13. Effectively manage your own and others workload to meet deadlines and agreed SLA's and liaise with IT Business Partners to understand competing customer demands and prioritise accordingly.
14. Build relationships with suppliers and customers to resolve problems and improve services and work with suppliers to understand technology roadmaps, release schedules and any proposed changes to technical architecture.
15. Provide technical advice in the development of future strategy.
16. Ensure that requests from users are handled promptly and effectively maintaining the values of the University.
17. Contribute to the development of service level agreements and relevant key performance indicators within a constantly changing environment.

General

18. Engage with staff in similar positions in other HE institutions to share good practice
19. Attend relevant conferences, seminars, webinars as required
20. Keep up to date with relevant developments external and internal to the University and assess their implications for the IT Directorate
21. Keep up to date with regulatory and policy requirements related to digital developments (e.g. data management and integration issues) and ensure that they are adhered to.
22. Keep upto date with current industry good practice and trends in IT CRM service provision
23. Maintain an awareness of opportunities provided by new technology to address challenges or enable new ways of working.

Supervision received

The post-holder will report to their line manager but will be expected to work with minimal supervision. The post-holder and the Manager will agree objectives as appropriate. They will be expected to manage their own time and set their own work schedule to meet the requirements and objectives for the post.

Supervision given

From time to time the post holder will act as project manager for specific activities. At these times, the work of various staff from the Information Technology Directorate may be supervised and coordinated by the post holder.

Contact

The post holder will mainly work with others in the CRM Team but will also be required to work with others within the University (such as Student Services, Marketing, Communications & Engagement (MCE) and other departments).

Terms and conditions

There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post. Flexibility will be required to ensure that service is maintained within normal working hours. Planned maintenance is scheduled for Tuesday evenings wherever possible with time off in lieu available for such working. Overtime is not payable.

In addition, the post holder will be expected to be a named contact on the Information Technology Emergency Contacts list, and may be called upon in the event of emergencies affecting the availability of the corporate applications. The post holder will also be required to be On Call on specified weekends, for which an On Call payment will be made. No more than one weekend in six will be required. In the event of an actual call out during these times an additional call out payment will also apply.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Job Title	School/Department
Senior CRM Developer	Digital Technology Services

Criteria	Essential	Desirable
Skills Required	• Expertise in using C#. • Skill and experience in developing and deploying Microsoft Power Platform solutions especially using Power Apps and Power Automate • Excellent communication skills • Ability to manage own and others work to meet team objectives and deadlines • Skill and experience of the successful implementation and deployment of new CRM developments • Good team working ability • Ability to work effectively under pressure	• SQL Programming. • Experience of running testing, for example SIT and UAT
Attainment	• Educated to degree level or equivalent or be able to demonstrate an equivalent level of professional learning and development	• Project management training (ideally PRINCE2 or Agile) • ITIL Certification to at least Foundation v3 level
Knowledge	• An expert knowledge of management of Microsoft Dynamics CRM solutions. • Building plugins and workflows using C# • Perform deployments of managed code into production environments.	• Good knowledge of some key database and application technologies (e.g. SQL Server) • Good knowledge of ADX Forms. • A good understanding of marketing tools often used with Dynamics CRM. • Front end coding ability – JavaScript, HTML5

Relevant Experience	• Experience of developing new CRM 'features' an Agile environment. • Testing of CRM services and systems	• CRM server administration and development • Performance monitoring and tuning of CRM systems
Disposition.	• Enjoy team-working and achieving objectives through teamwork • Responsive to customers and requests for service • Willingness to work flexibly and occasionally outside of normal hours	

Completed by: Dave Jones   **Date:** March 2020