



## Job Description

<b>Position / Job Title:</b>	<b>Principal Microsoft Developer - CRM</b>
<b>Ref:</b>	<b>ITS243 / POSN107684</b>
<b>Location/Building:</b>	<b>Studland House(Lansdowne Campus)</b>
<b>Faculty/Professional Service</b>	<b>IT Services</b>
<b>Group/Section:</b>	<b>Technology</b>
<b>Normal Hours per Week:</b>	<b>1.0 FTE</b> <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met)</b>
<b>Grade</b>	<b>7</b>
<b>Accountable to:</b>	<b>Microsoft Infrastructure Specialist</b>
<b>Special Conditions:</b>	<b>You may be required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.</b>

### Job Purpose

The Technology Group consists of all the technical design, development, and engineering IT teams. These include Applications, Infrastructure, Networking, and End User Computing. The Technology Group are responsible for the development and delivery of the programme of IT investments within the University, as well as their ongoing operations.

The group is led by the Head of Technology, with a team of senior, multi-discipline managers, developing a clear vision for innovation and ongoing improvement of Bournemouth University's Information Technology to provide reliable, robust, and secure solutions to the university.

The Datacentre team (consisting of Microsoft Infrastructure, Database, Linux, and Server & Storage teams) underpins all the IT services delivered to BU and therefore this role plays a critical part in ensuring the delivery of a highly available, robust, and secure service across BU.

As part of the Microsoft infrastructure team, this role is responsible for developing and maintaining Microsoft Dynamics applications for the university, as its requirements change. Dynamics underpins the Student Recruitment CRM from Tribal and is therefore a mission critical service.

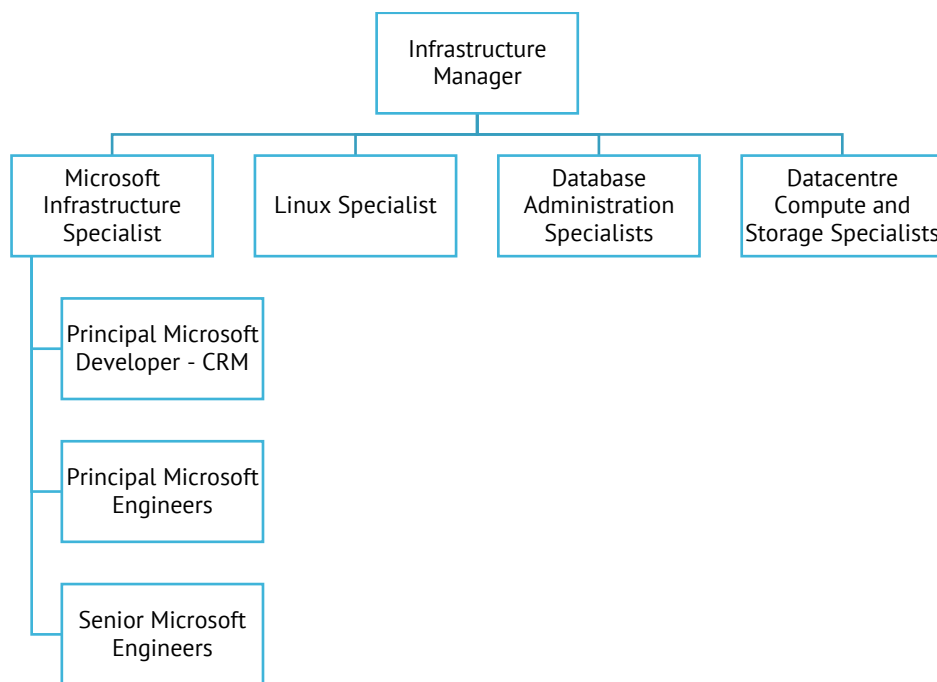
### Main Responsibilities

1. Plan, develop, and deliver bespoke developments to BU's Dynamics based CRM instances, ensuring the service is consistent, highly-available and secure.

2. Co-ordinating IT Services and third-party activities during major application upgrades, patches and environment refreshes.
3. Provide administration support for Dynamics CRMs, working with business owners for key systems, building up specialist knowledge of key processes, system configurations and system workflows and ensuring pertinent information is suitably documented to enable knowledge transfer.
4. Provide and co-ordinate third line support, resolving support incidents within Service Level Agreements (SLAs), including the coordination of specialist IT teams, IT Service Desk and third-party providers.
5. Actively work on, prioritise and co-ordinate open incidents, requests, developments and enhancements with suppliers and third parties relating to supported applications.
6. Maintain a sufficient level knowledge of web technologies and programming constructs in order to grasp concepts such as such as CSS, HTML, XML, loops and condition statements, methods and functions.
7. Lead, forward plan and co-ordinate service improvement activities including major upgrades, patching, hotfix deployments, configuration transfers, module configurations, migrations and decommissioning in accordance with BU Change Control Policy.
8. Develop and maintain a professional and high quality relationship with customers and suppliers. Manage the operational day-to-day relationship with suppliers and vendors on new developments, projects, incidents and requests, working in coordination with the BU Procurement Team and IT Supplier Manager. Provide continuity for communications between IT and customers.
9. Ensure adequate service cover is in place to maintain application support sufficient to meet Service Level Agreements and plan elevated support cover if required for critical cover periods, such as Confirmation and Clearing.
10. Identify new product features and improved ways of working within Dynamics and exploit opportunities to make the most appropriate, usable and value for money use of supported corporate systems, providing feedback and training to customers. Identify and develop administration functions that can be fulfilled by Service Desk.
11. Continuously develop and share specialist knowledge on supported applications, enabling specialist knowledge to be shared between Digital Solutions Team members and the wider IT team by using appropriate knowledge bases and providing updates and knowledge transfer as required.
12. Provide specialist application training to customers and other IT team members.
13. Ensure there is sufficient knowledge transfer between staff and appropriate documentation to be able to provide adequate service provision regardless of individual availabilities and eradicate single points of expertise.
14. Contribute to the applications strategy and to the delivery, development and review of the university's overall IT Services strategy and annual implementation plan.
15. Remain innovative and stay abreast of all relevant industry and technological developments in the HE market place. Provide advice to the IT Leadership Team on how to take advantage of these to support the development of initiatives that deliver corporate objectives.

16. Represent the university on external and internal groups as appropriate.
17. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
18. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
19. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

### Organisation Chart



### Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

### Contacts

- Internal:** Colleagues at all levels within the organisation, up to and including members of University Executive Team
- External:** Students, Customers, Higher Education Colleagues and Suppliers

## **Challenges**

Delivering excellent service with finite resources

Ongoing process and service excellence review

## **Information Governance Responsibilities**

### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

## **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

## **Additional Information**

When on-call, staff must:-

- be expected to be within one hour travel time of the University
- be fit and available for work at all times.
- be available for contact at all times and mindful of areas where mobile reception is poor

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**June 2024**

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Position No: POSN107684	Date: June 2024
<b>SELECTION CRITERIA</b>	
	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
Significant proven experience of developing and bespokeing Microsoft Dynamics applications using a structured and secure methodology	Essential
Good experience of developing using Microsoft 365 application toolsets such as PowerBI, PowerApps, Microsoft Graph	Essential
Significant experience of successfully implementing and maintaining corporate applications in large and/or complex organisations.	Essential
Significant experience of providing business administration and systems analysis for applications.	Essential
Experience of managing the application support lifecycle, including the co-ordination of upgrades	Essential
Significant experience of providing 2 <sup>nd</sup> and 3 <sup>rd</sup> line support for multi-user applications including experience supporting data interfaces between applications.	Essential
Experience of working closely with customers and suppliers, in cross-functional teams and with senior stakeholders and providing service excellence	Essential
Awareness of a wide range of web technologies and programming constructs such as CSS, HTML, XML Javascript, loops and condition statements, methods and functions.	Essential
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	Essential
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
Knowledge of emerging technologies relevant to protection of operational infrastructure	Desirable
Hold, or have held, technical accreditations, in one or more application focused disciplines.	Desirable
Significant experience of successfully implementing and maintaining corporate applications in large and/or complex organisations.	Essential
<b>Skills</b>	
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential

Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Demonstrate excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Ability to translate vision into effective, strategic technical solutions	Essential
<b>Attributes</b>	
Empathetic	Essential
Collaborative	Essential
Attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential