



Dynamics CRM Developer

Position Description

Position Title	Dynamics CRM Developer
Responsible Council	NSW State Council
Reports To	Dynamics CRM Platform Manager
Location	2c West Street, Lewisham NSW. State-wide travel may be required.
Primary position objective	This role is responsible for developing, customizing, configuring, deploying and supporting solutions in CRM systems.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The mission of the Technology Services team is to support and enable the achievement of the Society's strategic business objectives by delivering services that ensure we can best meet our obligations to our members, volunteers and employees.

Embedded within the Corporate Services Directorate of the State Support Office, the Technology Services Team partners with NSW State Council, Central Councils, Special Works and Society employees, to create and sustain a secure, reliable and scalable technology environment, and to ensure careful and responsible management of the Society's technology resources. The department has embarked on a transformation journey with the purpose to enable better services, building capability and collaborating effectively across the Society's technology needs.

Led by the Chief Information Officer (CIO), the department has overall responsibility for Strategic

Planning, Enterprise Architecture, procurement, delivery and quality assurance of Service Management and Operations, managing the budget and cost allocation for the service portfolio and delivery of technology programs and investments, as well as Information Risk & Security management.

Role Overview

This role is responsible for developing, customizing, configuring, deploying and supporting solutions in CRM systems. The role is part of a Scrum CRM team consists of CRM developers and Business analysts and led by CRM platform manager. The role will work closely with the business analysts to ensure that the solutions are built according to the business objectives and requirements.

Duties and Responsibilities

- Design and implement Dynamics CRM solutions to be fully compliant with customer business processes
- Conduct unit testing and collaborate in the system testing to ensure changes have been made in accordance with the business requirements.
- Securely integrate Dynamics CRM solution with other systems like Portals, Mobile apps, ERP, Intranet, etc. using standards based web-services
- Monitor the performance of CRM systems and act proactively when needed to make sure the systems always meet the expectations from the performance perspective.
- Record and manage technical debt together with the Dynamics Platform Manager
- Assist and support internal customers with using our services throughout projects and operations, supporting and mentoring them through the relevant processes
- Build positive relationships with internal customers during projects to ensure that our relationships with internal customers are strong, profitable and enduring.
- Provide high-level specialized technical support and consultation to both business and Technology Services management
- Ensure support tickets escalated by the Service Desk are closed within SLAs
- Proactively identify problems, prioritise and continuously improve

Essential Criteria

- Tertiary qualification in Information technology
- 5+ years' experience in developing and customizing solutions for MS Dynamics CRM which includes but not limited to developing plugins, custom workflow steps, JavaScript and HTML web resources.
- Strong functional knowledge of Dynamics 365 Customer Engagement.
- Experience with CRM online administration and configuration.
- Experience with source control management systems.
- Experience working with an Agile product development team.
- Experience with developing SQL-based and fetch-based reports.
- Experience with developing SSIS packages.
- Experience with integrating Dynamics CRM with other systems such as portals and ERP systems.
- Be a team player and a problem-solver.
- Ability to work within the ethos of the St Vincent de Paul Society, a charitable organisation, and a willingness to participate in Society events

Desirable Criteria

- Experiences with web UI development (HTML, CSS, JavaScript and JQuery)
- Dynamics 365 certification.
- Experience with Azure DevOps
- Experience with Azure WebJobs.
- Experience developing secure web applications and web services.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer