

CRM Specialist, Technology Services



Purpose

To be involved in all facets of delivery within our CRM (Dynamics365): Requirements, Implementation, Release and Training

Focus on eliciting & refining requirements, optimization of business processes & workflows, and business systems support

Assist with quality assurance execution, incident management and operational service support activities

Role dimensions

- Reports to: Manager, Digital & CRM
- Department: Technology Services
- Job family: Technical Specialist
- Location: New Plymouth
- Direct Reports: Nil
- Financial Authority: Nil

Person specifications

- 4+ years' experience as a technical quality or business analyst
- Excellent communication skills both written and verbal
- Experience defining technical requirements for Dynamics365 in an Agile Delivery environment
- Relevant MS Fundamental / Associate level certifications for Dynamics365
- Prior experience in the financial services industry beneficial

Role specific areas of responsibility

- Develop and manage relationships with business stakeholders
- Elicit and maintain business requirements, specifications, prototypes, and solution design specifications in line with established standards and practices
- Maintain user stories and acceptance criteria for Agile delivery and regression testing processes
- Contribute to team execution planning and estimation, with a focus on prioritizing business value delivery
- Contribute to quality assurance & user acceptance testing activities to ensure business value requirements are being met
- Configure, customize, and deploy solutions to TSB's Dynamics 365 environment, in adherence with TSB Change Control policies to solve business problems and deliver value
- Contribute to training and education of business units on new and existing functionality
- Provide active assistance and management of business & service support across the teams services, including incident response according to defined policies & processes
- Impart knowledge to other staff
- Provide rostered 24 x 7 on-call support for system related issues within the Service Group responsibilities.