

JOB DESCRIPTION

Senior Technical Consultant

LOCATION:

Milton Keynes Head Office - Mix of home and office-based working

REPORTING TO:

Technical Delivery Lead

HOURS:

Full-time

SALARY:

Dependent on experience



WHO ARE PRAGMATIQ?

Pragmatiq are a Microsoft Partner who specialise in designing and developing Bespoke CRM (Customer Relationship Management) Systems and Custom Business Solutions, leveraging Microsoft Dynamics 365 and the Power Platform.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve one common goal; to accomplish great things by enabling our clients to do the same.

We use our core values to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned:

- Be 'Pragmatiq': Providing the best possible technology and practical considerations to help a company thrive.
- Demonstrate excellence in everything we do: There is an uncompromising standard that we aim to achieve in all that we do within the business.
- Approach challenges with a 'can do' attitude: Solving problems is critical to both ours and our customers' success. When faced with each challenge, we approach it with a solutions-focussed mindset to get the 'job done' successfully.
- Be a team player with a collaborative mindset: Believing great ideas come from everywhere. We seek to create an environment where the best ideas, regardless of their source, have a chance to flourish.
- Go the extra mile: We strive to be the best and at times this means we are willing to push a bit further to ensure a successful outcome.

THE ROLE:

You will be responsible for delivering Bespoke CRM Systems and Custom Business Solutions, working with Microsoft Dynamics 365 and the wider Power Platform, making use of both standard tools and custom development work.

You will be involved in our Project Deliveries for new and existing clients, responsible for the delivery of workstreams within a project, with the support of the project's Solution Architect. This includes the client workshops, solution design & requirements, leading the hands-on implementation of the system in these projects, deployment and managing the UAT process.

You will likely be involved in multiple project deliveries across multiple clients, but this is dependent on ongoing projects.

KEY RESPONSIBILITIES:

- Responsible for the completing & overseeing the implementation, documentation & testing of client systems including:
 - Customisation and configuration - Utilising standard Microsoft tools within the Power Platform, namely Power Apps, Power Automate and Power BI
 - Development - Building custom logic and components on top of the standard platform using JavaScript & C#
- Working as a Lead Technical Consultant in Project Deliveries:
 - Supporting the Solution Architect in the Initiation stage, with responsibility for setting up the environments
 - Responsible for workstream(s):
 - Responsible for the Design Stage, including running design workshops, understanding the client's business processes & objectives, capturing requirements, and designing, documenting & estimating the solution
 - Responsible for the Build Stage, supporting Technical Consultants with the hands-on implementation and undertaking implementation work when required, ensuring the delivery is fully tested and meets requirements, and playing back solution to the client
 - Responsible for the UAT stage, both the implementation & client elements, ensuring the solution is deployed and prepared for client UAT, managing UAT Feedback, delivering bug fixes/rework, and handing over the solution to the client
 - Supporting the Solution Architect with the Deployment stage, with responsibility for delivering client training, and overseeing the deployment activities
 - Responsible for managing the scope, budget, quality & timeline for their areas of responsibility in the project (i.e. workstream), and identifying solution risk in their workstreams
- May occasionally be required to work as a Solution Architect on some smaller Project Deliveries
- Supporting Pre-Sales for opportunities where required
- Researching and staying up to date with the latest Microsoft Dynamics 365 & Power Platform functionality
- Mentoring to support other's development to Principal/Senior Technical Consultant

SKILLS AND EXPERIENCE:

- An expert technical & functional understanding of the Dynamic 365 CE Suite of applications and their standard process & functionality, with experience from multiple implementations
- An expert technical understanding of the standard Microsoft tools within the Power Platform, namely Power Apps, Power Automate and Power BI, with experience from multiple implementations
- An excellent technical understanding and experience using C# & JavaScript programming and the relevant libraries & SDKs used within the Power Platform, with experience from multiple implementations

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Role: Senior Technical Consultant

- › Ideally passed some of the following Microsoft Certifications; PL-600, PL-200, MB-210, MB-220, MB-230 and MB-240
- › Excellent problem-solving and critical-thinking skills, with an attention to detail
- › Personable and excellent communicator, both during interactions with clients and working within a team
- › Excellent in engaging and collaborating within a team
- › Excellent organisational & proactiveness skills
- › Self-motivated and takes ownership of their tasks
- › A desire to learn and explore new technologies, with a proactive approach to personal development
- › Values professionalism
- › Good overall literacy and numeracy skills

WHAT WE CAN OFFER:

Join our team at an exciting period of growth as we continue to build our reputation as a leading Microsoft Partner. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology. We provide our employees with an extensive benefits package, that includes:

- › Private health and dental insurance with Aviva
- › 24/7 Unlimited Access to a GP
- › Money back on healthcare costs across dental, optical, chiropody, physiotherapy, and more
- › Access to a mental health support service
- › Employee Self-Improvement Scheme; £500 per year to access a range of opportunities that support personal, physical, and mental development. Examples include driving lessons, gym membership, cooking classes, etc
- › A rewards account providing a range of discounts across a variety of excellent brands
- › One paid-for volunteering day a year for a charity of your choice
- › 22 days holiday rising to 25 (based on service length), plus Bank Holidays. Plus the option to buy an extra 5 days leave, or claim 5 days back at the end of the year
- › Birthday off work
- › Hybrid working environment
- › £200 to spend on home office equipment
- › Up to £1,000 worth of training and certifications paid per year
- › Dedicated weekly education hours
- › Competitive salaries
- › Pension plan
- › Opportunities for progression
- › Regular team social events
- › Based in Witan Studios in the heart of Milton Keynes. The office is bright, modern and spacious, and just a short walk from Centre:MK, The Hub and MK train station

HOW TO APPLY:

If you wish to apply for this role, please send your CV directly to careers@pragmatiq.co.uk.

