

JOB DESCRIPTION

# Managed Service Consultant

**LOCATION:**

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

**HOURS:**

Full-time

**SALARY:**

Dependent on experience



**WHO ARE PRAGMATIQ?**

Pragmatiq are a Microsoft Solutions 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 our mission:

*We are a team of Microsoft Technology specialists, offering high-quality technical services; designing, developing, and supporting bespoke solutions. Working within our values of Accountability, Collaboration and Excellence, we use our expertise to push technological boundaries. By offering a true partnership, we help our clients to succeed and are able to accomplish great things together.*

Our values embody who we are and underpin everything we do as a business. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.



**ACCOUNTABILITY**

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership. Reliability. Integrity.



**COLLABORATION**

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect. Communication.



**EXCELLENCE**

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition. Adaptability. Pioneering.



## THE ROLE:

You will be working with Microsoft Dynamics 365 and the wider Power Platform to support our existing clients' Bespoke CRM Systems and Custom Business Solutions via our Managed Service Helpdesk. You will be accountable for a number of clients, with responsibility for supporting their system, understanding the client's business processes & objectives, and managing client calls & interactions to ensure a positive experience on the Helpdesk. This will include delivering and overseeing your, and others, clients' cases, such as traditional helpdesk break/fix support, system changes/improvements, system administration, and consultancy/training.

## KEY RESPONSIBILITIES:

- Working on Managed Service to deliver cases raised by clients to support and improve their systems, including change requests, consultancy/training, resolving break/fix cases and system administration
- Responsible for triaging new cases, including running any client calls, understanding the client's business processes & objectives, gathering requirements, and designing, documenting & estimating the solution for changes up to 5 days
- Responsible for the completing, & supporting others to complete, the customisation and configuration, documentation & testing of client systems for changes up to 5 days, utilising the standard Microsoft tools within Dynamics 365 & the Power Platform
- Accountable for a number of assigned clients, managing the system, understanding the client's business processes & objectives, organising and prioritising their case backlog, and ensuring a positive experience
- Researching and staying up to date with the latest Microsoft Dynamics 365 & Power Platform functionality

## SKILLS AND EXPERIENCE:

- Experience working in a Microsoft partner and a desire to work in a Managed Service environment
- A detailed functional understanding of the Dynamic 365 CE Suite of applications and their standard processes & functionality
- Experience working with the standard Microsoft tools within the Power Platform, mainly Power Apps and Power Automate, and their use cases for customisation. Power BI is preferable, but not required
- An awareness of the development/programming capabilities and their user cases within the platform. Experience writing basic JavaScript & C# plugins is preferable, but not required
- Personable with strong written and aural communication, both during interactions with clients and working within a team
- Excellent organisational & proactiveness skills with the ability to manage and distribute work
- Excellent in engaging and collaborating within a team
- Good problem-solving and critical-thinking skills, with an attention to detail
- Self-motivated and takes ownership for their tasks
- A desire to learn and explore new technologies, with a proactive approach to personal development

**WHAT WE CAN OFFER:**

You will be part of a fast-paced Microsoft Solutions Partner at an exciting period in our growth. 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 medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- 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
- Up to £1,000 worth of training and certifications paid per year
- Dedicated weekly education hours
- Hybrid working environment
- Quarterly team social events
- 22 Days Holiday, increasing to 25 Days with service, plus Bank Holidays
- Buy extra 5 days leave, or be paid for 5 days less leave
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, 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](mailto:careers@pragmatiq.co.uk).

