



Job Description

Job Title:	Dynamics CRM Developer (fixed term)
Department:	Systems and Data
Location:	Head Office
Reports to:	Head of Systems and Data
<u>Job Purpose:</u> To support and develop the FSB's Microsoft Dynamics CRM system and related business software.	
<u>Key Areas of Accountability:</u> <ol style="list-style-type: none">1. Analysis and Design<ul style="list-style-type: none">- Analyse business requirements and production of requirements documentation- Technical Design of Systems solutions2. Testing<ul style="list-style-type: none">- Testing software changes to ensure that they meet technical and business requirements- Supporting business users in the execution of user testing3. Technical Support<ul style="list-style-type: none">- To develop a technical understanding of the FSB's Business Information System- To develop a technical understanding of all other IT systems used by the FSB- To support issue resolution for FSB IT systems4. System Development<ul style="list-style-type: none">- To provide a technical lead on FSB IT systems development where appropriate- To undertake and support the development of FSB IT systems as required5. Provide general support and assistance to users of FSB IT Systems as required and attend meetings throughout the UK where necessary6. To undertake other duties relevant to the Department's activities commensurate with the level of the post and as directed by the Head of Systems and Data	
Job Holder: _____ Date: _____	
Line Manager: _____ Date: _____	



Person Specification

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Department:	Systems and Data

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree Calibre (achieved through formal qualification or equivalent organisational experience). 	<ul style="list-style-type: none"> Microsoft Certified Solution Developer. Further relevant Microsoft Certification. Exposure to PRINCE2. Microsoft Certified Application Developer.
Experience	<ul style="list-style-type: none"> Experience of supporting and developing MS Dynamics CRM systems, which must include working with MS CRM 4. Demonstrable experience of developing complex MS CRM customisations and in particular using the CRM SDK to implement business rules. Involvement in all stages of a development project life cycle. Integration of MS CRM with Exchange. 	<ul style="list-style-type: none"> SharePoint (WSS/MOSS) application development experience. MS Exchange 2007 / 2010. Exposure to RAD techniques. Exposure to Project Management methods and techniques.
Knowledge	<ul style="list-style-type: none"> Development best practices - coding standards, source control, prototyping and technical documentation. Good general understanding of software languages and development methods. Knowledge of Object Oriented design. 	<ul style="list-style-type: none"> SQL Server Reporting Services. Integration of MS CRM with Sharepoint.
Skills	<ul style="list-style-type: none"> Skilled in using .NET development (latest frameworks, c#, web parts, asp.net). Skilled in working with databases and web services (SQL 2005/2008, XML, WSDL). Use of Microsoft development tools (Visual Studio etc). 	
Specific requirements	<p>This role requires the post holder to:</p> <p>Be willing and able to undertake regular travel to attend functions and events across the UK, including evening and occasional weekend work.</p> <p>You are required to have a full valid UK driving licence and an appropriate road worthy vehicle for business use.</p>	