



MS Dynamics CRM Practice Lead
(Permanent)
Location: Naas, Co Kildare

Company Profile:

OpenSky a European challenger brand to the large global software consultancies, delivering innovation across Government, Transport, Environment and Health sectors in the Ireland and the UK.

Due to business growth, OpenSky has a new role for a MS Dynamics CRM Practice Lead based in our Naas, Co Kildare headquarters on a permanent basis. This an excellent opportunity for an experienced professional to utilise their skills and experience in an international working environment working with innovative technologies and solutions. You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

Why Join our Team:

OpenSky is a dynamic, exciting place to work. We hire exceptional people, and every one of them is empowered to think independently, take initiative and be innovative in their job. We are committed to ensuring that our performance and reward strategies are designed to effectively support our employees at every opportunity and offers an excellent work-life balance.

At OpenSky our employees enjoy the creative, agile and meaningful work they do, the resources and technology they have access to and the benefits we offer. The projects we work on make a real difference, and that's what makes us distinct in our industry. This very factor means that our employees get to work with the latest and emerging technologies.

We've built a truly unique culture here at OpenSky, where our employees are always learning, challenged with interesting projects and rewarded with fantastic benefits. We attract talented individuals from a wide range of cultural, geographic and educational backgrounds whom bring with them a rich variety of skills and experiences.

Our plan is simple; we hire the best people whom possess the skills, talent, expertise, experience and motivation that we require and when we find them, we help them grow, develop and achieve their goals.

The values we share help us to thrive and succeed, both as individuals and as a team. If you share those values, you'll fit right in!

The Job:

OpenSky is seeking a motivated and self-directed Dynamics CRM 365 expert to lead the Dynamics CRM 365 practice.

The ideal candidate will have a strong people management, business process and technology background. In this challenging and rewarding role you will have the opportunity to build and lead your own Dynamics CRM 365 team within the company and extend your business analysis and technical skills. The position is a mix of project management, implementation consultancy, presales and managing and mentoring others. Additionally you will meet frequently with senior figures within our customer and prospect base, so strong and confident presentation skills are a must!

You will report to the Head of Delivery and work closely with your manager to ensure Revenue and Gross Profit goals are met by the practice.

- Provide leadership and direction to the Dynamics CRM team, motivating their performance, managing their interests and concerns, meeting training needs and instilling loyalty and retention
- Understand and support Company strategies (Technical & Business) and the impact on the Dynamics CRM delivery team
- Provide leadership, design and recommendations for large scale MS Dynamics CRM programs
- Execute consulting projects on MS Dynamics CRM
- Have experience in delivering MS Dynamics CRM meetings, managing and selling
- Working with the Project Managers and Technical Leads to ensure technical solutions are of the highest quality, exceed expectations and are architected to guarantee business needs are met while minimising cost of implementation
- Troubleshoot areas of poor performance and identify effective solutions to resolve issues both in the immediate and longer term
- Contributing to Pre-Sales in a Technical role, to build Response to Proposals, customer presentations, solution estimates and technical approach
- Drives Continuous Improvement to quantitatively and qualitatively improve costs, quality, and service
- Assist the Head of Delivery in driving the revenue and gross profit performance of the practice

Essential Skills:

- 5+ years' experience working with MS Dynamics CRM - deep knowledge and leadership of MS Dynamics CRM products and services
- Advanced knowledge of MS Dynamics CRM system solutions using available functionality and platform extensions
- Relevant university degree and/or professional qualifications
- Proven experience in presales in a Technical role alongside revenue generation experience
- Expertise in understanding business processes and defining CRM requirements
- Consulting professional who knows how to deliver on difficult projects - leading full cycle projects through design and planning to implementation
- Proven leadership skills with demonstrated experience of past project success
- Strong client focus with the ability to operate at prime customer contact level
- Experience leading, upskilling and motivating MS Dynamics CRM teams
- Ability to ensure systems are delivered to requirements
- Systemic problem solver, implementing solutions to solve root cause problems
- Understand budgets & financial performance metrics

- Sets expectations, tracks and communicates results, and creates environment for accountability for results and actions
- Clean driving licence and ability to travel freely in UK/EU area

Desirable Skills:

- Experience or strong knowledge of the Software Development Life Cycle (SDLC)
- Systems and IT literate
- Excellent communication, customer service and interpersonal skills
- Ability to troubleshoot and attention to detail is essential

Personal Skills:

- Excellent communication skills in both written and verbal English
- Excellent business process awareness
- Ability to work autonomously and on own initiative
- Motivated self-starter with experience in a fast moving and fast scaling environment
- Required creative thinking and personal initiative
- Quick learner of new technologies
- Organised with advanced documentation skills
- Excellent time management, organisation, presentation and prioritisation skills
- Highly organised with ability to multi-task, work to deadlines and deliver under pressure
- Open-minded, proactive self-motivated team member
- Self-confident individual with strong interpersonal and communication skills

The above statements are not an exhaustive list

What we Offer:

You will form part of a high-performance team, working together to deliver projects of national and international importance changing the way large Business and Governments work.

- Competitive Salary – market adjusted
- Continuous Professional Development
- Education Assistance Programme
- Company Pension
- Incremental Increases in Annual Leave
- Employee of the Quarter Awards
- Employee Assistance Programme (EAP)
- Annual Health Screening
- Employee Referral Scheme
- Ethical Employer
- Friendly, fast paced atmosphere
- International working environment in a growing company
- Work with innovative technologies & solutions
- Microsoft Dynamics & Personal development programmes

Please note we do not require the assistance of third parties

OpenSky Data Systems is an equal opportunities employer

