# ROLE PURPOSE

**Role Title:** Dynamics 365 Development / Support Analyst  
**Division:** Business Operations  
**Location:** Sydney  
**Date:** January 2024

**Employment type:** 2 year Fixed-term contract with flexible work arrangement  
**Reports to:** Head of Business Systems and Integration  
**Number of direct reports:** 0  
**Leadership Band:** Leads Self

### Purpose of the role:

The Dynamics 365 Development / Support Analyst is accountable for supporting and helping to implement and extend multiple Dynamics 365 and Power Platform based systems at The Fred Hollows Foundation (currently including the NFP Accelerator which manages programmatic projects, partnerships, grants, and results; a localized Hong Kong fundraising CRM; and US and Australian Donor CRMs based on D365 Fundraising & Engagement). The role will also play an important part in other technology projects using Microsoft technologies (including Azure, Office 365, SharePoint online and the Power Platform tools) as well as participating in the day-to-day support needs of a small internal business systems team supporting multiple systems (including non-Microsoft SaaS and legacy on-premise).

The Dynamics 365 Development / Support Analyst will own the outcomes of:

1. **Helping to configure, enhance and support The Foundation’s Dynamics 365 environments.** This includes working systematically to analyse defects/work requests, identify causes, and resolve issues while anticipating broader implications of change, supporting D365 project implementations, developing and supporting interfaces/integrations between Dynamics 365 and other systems and supporting the broader IT team and business in extending and maximizing use of Microsoft technologies including Azure, Office 365, SharePoint, and the Power Platform tools.
2. **Collaborate with the business and IT teams to support new business systems projects, integrations, and process changes to continually improve organisation data capture, data hygiene and data usage for improved business decision-making.**
3. **Conduct effective unit testing and integration testing to ensure the highest quality products**
4. **Participate in timely resolution of support requests for various systems.**
5. **Contribute to disciplined development lifecycle and application / vendor management processes.**
6. **Other tasks as requested by your manager.**

### Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation’s culture, performance and brand.
2. Adhere to all The Foundation’s policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

### Skills:

- Outstanding organisational skills, attention to detail and demonstrated ability to meet deadlines.
- Demonstrated capacity to work productively / respectfully in a team.
- Strong skills in solution design and experience understanding complex requirements.
- Solid skills in the usage of the MS Power platform with both SharePoint and D365.
- Solid background in SQL and other data source technologies.

### Qualifications:

Degree in Computer Science, IT, or similar degree qualifications

### The position involves:

This position does not involve “Working with Children” either direct or indirect.

### Essential Experience:

- D365 CRM (ideally with knowledge of Fundraising & Engagement) deployment, development, customisation, support, and integration.
- Experience working in internal business systems support and low-code development / configuration.
- Experience in conducting effective unit testing and integration testing to ensure the highest quality outcomes are delivered to the business.
- Strong experience in supporting / engaging with business users in the rollout of systems and functions.
- Work on incidents, changes/enhancements, and support project implementation.
- Proven ability to learn quickly and adapt to a dynamic environment, solving problems and ensuring stakeholders are part of the solution.

### Desirable Experience:

- Experience in an International NGO
- Project management of small projects
- Experience with Agile development and project management
- Experience with more complex development (.Net or similar)

### Travel:

Infrequent travel may be required.

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details.

### Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

### To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children