

## **Microsoft Dynamics CRM Consultant**

**This Microsoft Gold Partner has a successful and growing Microsoft Dynamics CRM practice and is looking to add a consultant to our Houston, TX team.** As a Microsoft Dynamics CRM Consultant, you will work with clients and teammates to plan and implement a full range of solutions revolving around Microsoft Dynamics CRM. The total solution proposed may include a variety of Microsoft products including Dynamics GP, Dynamics AX, SharePoint, Office, and Exchange, as well as Scribe integrations and custom development.

**Our ideal candidate would be a Microsoft Dynamics CRM Certified Consultant with experience successfully implementing Microsoft Dynamics CRM in one or more of the following roles:**

- Solutions Consultant: Providing demonstrations and working with sales executives in presale activities
- Business Analyst: Identifying client needs and architecting solutions
- Project Management
- Implementation Consultant: customizations and configurations, reporting and training

Depending on your role, specific tasks in your day might include:

- Leading and/or participating in discovery analysis meetings with the client to understand current business processes that need to be incorporated into Dynamics CRM
- Conducting GAP analysis' to determine difference between application and business processes
- Providing a demonstration of software and solution to prospects or at customer events
- Gathering system and software requirements
- Working with teammates to design and architect proposed solution
- Creating documentation to define workflow and requirements
- Configuring application as appropriate to conform to business process definition, including: application customization, workflow process editing, and report writing
- Identifying creative solutions for processes that aren't fully accomplished by standard Dynamics CRM processing
- Working with the client to understand legacy data components and identifying and documenting the appropriate location for such data in Dynamics CRM.
- Designing, architecting and implementing integrations and migrations between Dynamics CRM and a variety of products
- Developing end user training documentation
- Training users in a hands-on methodology
- Providing on-going support to end users, assisting with trouble shooting or additional training via email, phone or site visits
- Maintaining and expanding client relationships through delivery of high quality services
- Designing custom reports, dashboards, SQL scripts or triggers
- Representing InterDyn BMI at promotional and educational events

Ideal candidates would meet the following requirements:

- Prior consulting, business analyst, implementation, or product support experience required, specifically relating to Dynamics CRM
- Education in Information Technologies and the ability to learn new technology quickly
- Ability to manage critical relationships with clients
- Ability to work as a member of a team, communicate, delegate and follow-up effectively to all team members
- Strong problem solving and conflict resolution skills
- Ability to adhere to and enhance Microsoft CRM's Sure Step Methodology
- Excellent time management/organization skills with attention to detail and the ability to handle multiple tasks simultaneously
- Knowledge of sales methodology or other CRM solutions would be beneficial

This position will work out of our Houston, TX office and may require occasional travel throughout the central U.S.

InterDyn BMI provides a competitive compensation package, flexible work environment, and a culture which encourages a balanced life-style. Compensation is proportionate to breadth and depth of product experience and skills.

If you have experience with Microsoft Dynamics CRM and enjoy using emerging technologies to solve business challenges and improve efficiencies, this is the job for you. Please email, fax or mail your resume to: [careers2011@interdynbmi.com](mailto:careers2011@interdynbmi.com); (651) 639-0687; 2277 West Highway 36, Suite 300, Roseville, MN 55113.

*This company is a member of InterDyn, an international organization of Microsoft Business Solutions Partners servicing more than 2,500 customers in the United States, Canada, Mexico, Australia and the UK. For more information, go to [www.interdynbmi.com](http://www.interdynbmi.com).*