

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
CRM Developer	ICT Applications & Digital Manager	Information Comms & Tech	ICT Programme & Digital Delivery	D

<p>Job Purpose:</p> <p>Develop Your Housing Group's hybrid architecture, ensuring the agreed approach is embedded into the delivery of working CRM software.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Responsible for coding, testing and documentation in the areas of Development and Maintenance.
2. Production of accurate, clear technical design specifications, providing the required level of detail, within the timescales defined by the Group's principles.
3. Production, preparation and execution of unit test plans.
4. Production of efficient and fully documented code.
5. Production of supporting technical and installation documentation, for internal and external publication, ensuring Tech Specs, code and/or Unit Test Plans are produced in line with the Traceability Matrix/Functional Specification.
6. Achievement of agreed productivity targets to ensure developments are delivered within budget, to schedule and to defined quality standards.
7. Completion of all necessary software and non-software components within timescales defined by the Project Manager.
8. Facilitate peer reviews to evaluate all code, ensuring that the technical content and quality meet the Group's standards.
9. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • An understanding of implementing business workflows and processes • Dynamics CRM Security model knowledge 	<ul style="list-style-type: none"> • Knowledge of the OWASP top 10 • Knowledge of cloud-based build and infrastructure engineering • Solid understanding of what Craftsmanship is (Clean Code, TDD, Refactoring techniques and collaborative working practices) • Knowledge of the O365 platform as it pertains to feature sets that integrate with Dynamics CRM solutions including SharePoint
Skills	<ul style="list-style-type: none"> • Ability to customise/develop and deploy Microsoft Dynamics CRM solutions • Proficient with techniques for Continuous Integration & Deployment automation • Ability to customise and create CRM entities and forms • Building and configuring views, dashboards and workflows • Ability to customise CRM using JavaScript and HTML web resources • API integration with CRM 	<ul style="list-style-type: none"> • Developing SSRS reports using Microsoft SQL and FetchXML • SSIS or other ETL technologies • Dynamics 365 integration with other Microsoft technologies such as SharePoint, PowerBI, Groups or Teams, PowerApps and Common Data Services.

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Utilise SDK and 3rd party tools such as XRMToolbox • Development experience with Power apps & Power automate. • Ability to define and lead the development of desired solutions, converting Business requirements into practical solutions • Excellent communication skills, both written and verbal 	<ul style="list-style-type: none"> • Developing SSRS reports using Microsoft SQL and FetchXML • SSIS or other ETL technologies • Dynamics 365 integration with other Microsoft technologies such as SharePoint, PowerBI, Groups or Teams, PowerApps and Common Data Services.
Experience	<ul style="list-style-type: none"> • Experience of Microsoft Dynamics CRM (CRM 2016 or Dynamics 365 desired) • Experience with Microsoft .NET 3.5+ development using C#.Net • Experience of SOLID principles • Previously worked in a complex integrated multi-platform environment • Experience developing and designing technical solutions • Significant experience working Agile and DevOps teams • Experience of dealing with the complexity of multiple concurrent deliveries 	<ul style="list-style-type: none"> • Exposure Dynamics CRM 2016 or 365 • Exposure using SharePoint Online as a document store • Familiarity with integration platforms such as Microsoft BizTalk, SSIS, Microsoft Azure (LogicApps, Azure Functions, Data Factory) • Dynamics 365 Portals • SOAP Web Services • Azure Devops tools • Have used the following tools: Bitbucket, TeamCity and Octopus • Have experience of using Selenium or other automated testing tools

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> Maths and English GCSE (or equivalent) 	<ul style="list-style-type: none"> Degree qualified, within ICT disciplines

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Head of Services across the Group, Technical Architects, Senior Leadership Team
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

Key Role Performance Indicators
1. Code and configuration is developed in accordance with coding standards and design principles, peer reviewed and documented. 2. Code and configuration is maintained in source code control 3. Software in the DevOps area is implemented in accordance with quality standards.

Date Role Profile Created/Updated:	October 2021
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