

Microsoft Dynamics 365 Consultant Trainee

This is an exciting opportunity for someone looking to commence a career in IT to join a CRM Consultancy as they commence a period of growth and expansion.

Company Description

ixRM Ltd are Microsoft Partners specialising in the implementation of Microsoft Dynamics 365 (CRM) for Customer Engagement. Using the Microsoft platform, we design, build and implement systems that help businesses work smarter and more effectively. We then continue to develop those systems as the business changes and offer ongoing customer support. We pride ourselves on being a new breed of consultancy with the customer's needs at the heart of everything we do. We believe in team work, hard work, fairness and honesty. We are committed to working with the local community whether that is through our pro bono services for charities or developing local talent through training and hands on experience.

Job Description

We are looking for an enthusiastic and motivated individual to take on an entry level role in our consultancy team. You must be passionate about IT, in particular Microsoft, with experience in the Microsoft Office suite of applications. You must also demonstrate a commitment to exceptional customer care and a desire to learn.

You will gain general IT experience with the opportunity to develop your skills and to progress to a more senior role suited to your interests and skill set. We are looking for someone keen to learn and to grow with the business.

Strong communication, both written and verbal and excellent IT skills are essential. As is a can-do attitude, self-motivation and a willingness to undertake a variety of tasks as and when needed.

In return you will receive full training, on the job experience and, if appropriate, the opportunity to obtain Microsoft certification following successful completion of exams.

Role/Responsibilities

- Answering & logging support calls from customers
- Offering first line support for customer queries
- Managing our internal CRM system
- Maintaining data in our CRM system ensuring it is accurate & up to date
- Producing internal reports
- Designing reports for customers using Microsoft Dynamics 365 and/or PowerBI
- Customisation of customer systems
- Preparing quotes/proposals
- Liaising with suppliers via telephone & email
- Diary and email management
- General administrative duties such as filing and photocopying
- Other reasonable tasks as required

Desired Requirements/Qualities

- Outstanding computer skills, including Word & Excel
- Strong writing skills
- Excellent verbal communication skills, including a good telephone manner
- Problem solving skills and the ability to think creatively about problems
- Well organised with the ability to prioritise tasks based on urgency
- Punctual with great time management & ability to meet deadlines
- Flexibility as the role may involve covering a variety of tasks
- Knowledge of CRM would be an advantage

Desired Qualifications

3 x GCSE (or equivalent) at grades A-C in any subject plus GCSE English, Maths & ICT (or equivalents) at grade D or above

Benefits

Be part of a friendly and supportive team committed to growing an already great business
Work for a business that gives back to the local community
Competitive salary subject to experience
Pension scheme
Simply Health membership