
Enabling Technologies CRM Dynamics Solution Architect / Project Manager:

Position Overview

This position combines the responsibilities of project management with full functional ownership of Microsoft Dynamics 365 Customer Engagement solutions delivered to our clients. The role requires an individual who can scope initiatives, drive use cases and business requirements, map requirements to Dynamics 365 CRM Functionality, work with client Project Managers and Company Executives to drive projects through smooth and successful delivery cycles.

Primary Responsibilities

Project management entails the successful delivery of all assigned projects and includes the responsibilities listed below.

- Consistently utilize Microsoft's tools, templates, and best practices
- Support the sales process by providing solution demos to clients and prospects and developing accurate project estimates and project plans
- Develop, review and / or approve project requirements, involving all relevant stakeholders and ensuring technical feasibility
- Develop detailed project plans
- Develop project kick-off presentations
- In cooperation with the sales team, provide documentation and guidance during the business development process to include assigning resources to requests for sales support, developing project estimates and writing / editing scopes of work and responses to RFP's
- Issue weekly status reports and conducts weekly meetings
- Maintain and communicate weekly resource forecasts
- Maintain, communicate and escalate project issues and risks
- Manage project change requests
- Manage internal and client deliverable reviews
- Manage activities of project team members and client participants
- Create and maintain comprehensive project documentation
- Development of CRM roadmaps or strategies
- Requirements document that includes all solution use cases and user types
- Data assessment and migration plans
- Functional specifications document

Qualifications and Skills

- Bachelor's degree, preferably in the field of computer science, information systems, engineering, business, management or similar
- Minimum of 4 years of experience delivering information technology solutions
- Minimum of 2 years of experience delivering Microsoft CRM solutions with deep hands-on experience configuring solutions to meet specifications
- Project management experience that includes scoping and executing mid-sized projects assuming full accountability for project success
- Minimum of 2 years consulting experience (external) with demonstrated ability to develop trusted relationships with mid-level clients
- Experience working with Office 365 is a plus
- Excellent written and verbal communication skills

- Proven ability to self-manage and manage to the completion of project deliverables
- Good presence in front of clients
- Solid organizational skills including attention to detail and productively contributing to multiple concurrent assignments
- Strong working knowledge of Microsoft Project and overall Microsoft Office productivity suite

Enabling's full-time employees receive complete and competitive benefits. We offer a collaborative work environment, competitive compensation, generous work/life opportunities and a comprehensive benefits package that includes paid time off plus holidays.

This position will join the growing Business Productivity practice as a key member of the CRM/Dynamics365 group, focused on working with small to mid-size companies who are looking to adopt CRM/Dynamics365 and/or optimize their Microsoft investment. A successful candidate will be able to gracefully transition between multiple clients in a single day with excellent communication and organization skills.