

Position Description

Position Title	Functional Consultant - Microsoft Dynamics 365	Reporting to	Service Delivery Manager
Business Unit	Information Technology	Direct reports	Nil
Classification	Level E	Date	February 2025

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The Information Technology (IT) department is pivotal in delivering IT requirements and ensuring well managed, secure platforms for RACGP member and employee information are implemented to continuously improve the member engagement and user experience. The IT department is responsible for building robust governance, security, management and coordination of IT activities across the organisation and comprises of the following teams:

- IT architecture and digital strategy
- Service Delivery
- Applications and Training Management System
- Development & Testing
- IT Security and Risk
- Business Intelligence and Insights

The Microsoft Dynamics Functional Consultant role sits within the Service Delivery team of the IT Department.

Your Role

The Functional Consultant - Microsoft Dynamics 365 at RACGP is part of an agile development team, working on the deployment, customisation and integration of Microsoft Dynamics 365 CRM at RACGP responsible for partnering with technology teams and Business Teams to design, develop, implement, maintain, and support Dynamics 365 CRM solutions. This role ensures that CRM solutions are fully compliant with IT standards, privacy regulations, data governance as well as customer and business processes.

The role requires extensive knowledge of the Microsoft Dynamics product suite, particularly Dynamics CRM entities, workflows, configurations, customisations, integration development, reporting, dashboards, web resources, CRM solution file management, security model, and UI development. Effective time management, prioritisation, and communication skills are essential, as the role involves working across multiple teams and adhering to competing deadlines.

Key Responsibilities

Business Analysis / Subject Matter Expert

- Serve as the Dynamics Business Analyst and Subject Matter expert, working to elicit the business requirements through a combination of workshops and one on one meetings with various business units and users across RACGP
- Derive and curate of Functional Specifications for the Dynamics 365 implementations in collaboration with internal and external teams, adhering to the business requirements and translating into Features and User Stories
- Produce functional artifacts and specifications to map the RACGP's current state functional elements to target state in Dynamics 365
- Map the out-of-the-box (OOB) Dynamics 365 features and capabilities to serve the Business Functional requirements, guiding develop/customise solutions. adhering to the organisation and industry specific standards
- Create documentation and train internal business units and end users

Configuration

- Configure Dynamics 365 platform, including customisations, workflows and power automate, power Apps in line with Business requirements to meet the business needs of the RACGP leveraging Power Platform (Power Apps, Power Automate, Power BI)
- Create business design documentation and advise business users on best practices for CRM, development, and integration processes
- Extend CRM capabilities by creating new entities, forms, workflows, and reports

Support and Maintenance

- Provide ongoing support and maintenance to Dynamics, including the resolution of service tickets and change requests
- Assist with the prioritisation of work requests, ensuring we are working within Service level Agreements
- Contribute to the preparation of test strategies, plans, and assist with test execution, including User Acceptance Testing

Collaboration and Roadmap Development

- Collaborate with Product Manager, Business Stakeholders, Technical Consultant, business analysts (technical and business), software architects, and IT professionals to implement business-driven Dynamics 365 solutions
- Assist the Product Manager in developing and managing the platform roadmap
- Focusing on advisory, implementation and support services that relate to the implementation and subsequent maintenance of Microsoft Dynamics 365
- Serve as a Functional Subject Matter Expert within all aspects of the Dynamics 365 CRM to include technical requirements, system configuration, user requirements, and system upgrades

Participation in Organisation Processes

- Participate in the RACGP Performance Review Cycle
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager
- Comply with all relevant workplace policies and procedures
- Other duties as required that are consistent with the classification of the position.

Qualifications and Experience

Essential

- A relevant business or technology tertiary qualification
- Drive to rapidly deliver value to the RACGP through Dynamics 365 solutions.
- Strong Communication and engagement skills with business and technology teams at all levels
- Ability to mentor and support other team members with Dynamics 365 Skills
- Product knowledge of Dynamics 365 Customer and Power Platforms
- The ability to address application issues with a good understanding of the underlying technology
- The ability to configure Dynamics 365 CE to an intermediate to expert level including – Form customisations, workflow, Power Automate, Power Apps
- Microsoft Certifications an advantage
- Demonstrated ability developing solutions in alignment with detailed business requirements
- Experience in Microsoft technologies an advantage including Function Apps, Logic Apps, Power Automate
- Demonstrated ability in providing advice on complex MS Dynamics CRM business cases and propose comprehensive solutions based on MS CRM, 3rd parties and customisations
- Strong understanding of Australian Privacy Principles (APPs) and privacy compliance, with relevant knowledge to safeguard data stored within Dynamics 365
- Demonstrated proficiency in understanding and implementing business workflows and processes
- Microsoft Certified: Dynamics 365 Fundamentals (CRM), Power Platform fundamentals
- Experience with User Acceptance Testing

Highly Desirable

- 3+ years of experience in a similar position
- Microsoft certified in either: Dynamics 365 Customer service, Sales, Marketing and Finance certifications
- Demonstrated knowledge and/or experience in implementing IT solutions with third party vendors
- Previous experience in Agile projects and running SCRUM

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- RACGP IT Leadership Team
- Project Managers, Developers, Team leads
- Project's governance groups e.g., project steering committees and project teams.

External:

- External products and services vendors