



Position Title: Applications Development Analyst(CRM)	Entity: Indigo Australasia Inc (Indigo)
Reports to: Business Intelligence Team Lead	No of Direct Reports: 0
Industrial Instrument / Job Level: Common Law Contract - Tier 4 Professional	Primary Location: Nedlands / East Perth
Position Requirements	
<p>Primary Purpose</p> <p>The Applications & BI will be an integral part of the Digital Services Team, working closely with the business operations and reporting to the Business Intelligence Team Lead. This role involves providing technical support for Microsoft Dynamics CRM, customization, and configuration of CRM systems, development of Power Platform solutions (Power Apps and Power Automate), and ensuring seamless integration with other business systems.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership in, role model and comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the Work Health and Safety program. • Contribute to developing and nurturing a culture that supports wellbeing. <p><u>Functional – Business Intelligence</u></p> <ul style="list-style-type: none"> • Promote best practice by engaging, coaching, and mentoring business users and individuals in accessing, interpreting, and understanding data trends (forecasting and predictions) • Assist with uplifting departmental reporting by conducting business requirement-gathering sessions with business analysts. <p><u>Role Specific</u></p> <p><u>Application and BI Analyst</u></p> <ul style="list-style-type: none"> • Responsible for the overall delivery of customisations, Integrations, Power apps development, report development, and Azure services related to CRM projects • Provide technical support and resolve issues related to Microsoft Dynamics CRM. • Collaborate with end-users to understand and address CRM-related challenges. • Customize and configure Microsoft Dynamics CRM to meet specific business needs. • Develop and maintain custom entities, workflows, business rules, and plugins. • Design, create, and maintain Power Platform solutions, including Power Apps and Power Automate (Flow). • Build custom connectors and templates as required. • Integrate Microsoft Dynamics CRM with other business systems to ensure seamless data flow. • Perform data migrations and imports as necessary. • Conduct training sessions for end-users to enhance their proficiency in using MS Dynamics CRM and Power Platform solutions. • Document CRM configurations, processes, and training materials. 	

- Stay up to date with the latest features and updates in Microsoft Dynamics CRM and Power Platform.
- Recommend enhancements and optimizations to improve system performance and user experience.
- Ensure data security and compliance with relevant regulations by implementing security measures and access controls.

Strategic

- Contribute to the creation and implementation of the Group’s overall long-term strategy and annual business plans (i.e. think strategically about the group and the organisation).
- Contribute to driving and enhancing long-term organisational sustainability and performance.
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation

People & Culture

- Demonstrate collaborative behaviour across the organisation to contribute to ensuring ‘one organisation’ where multifunctional team performance is optimised.
- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Budgeting & Administration

- Develop, manage, and report on functions of responsibility
- Meet revenue and activity based KPI’s
- Ensure delivery of services and support within agreed budgets
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time. .

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Executive team
- Leadership team
- All other teams in the organisation

External

- Corporate customers
- Peak bodies
- Consultants and advisors
- Small & Medium Enterprises

Key Behaviours

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be primarily be in Operational Behaviours.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>		<u>Operational Behaviours</u>
<input type="checkbox"/> Aligning Performance for Success <input checked="" type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input checked="" type="checkbox"/> Adaptability/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Partnerships <input type="checkbox"/> Leading the Team – people centric <input checked="" type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input checked="" type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input checked="" type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience		<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self -Management <input checked="" type="checkbox"/> Quality & Work Standards (including clinical or/ and technical) <input checked="" type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
Work Related Requirements			
<p>Knowledge & Skills (Social, Personal & Technical) & Equipment</p> <p><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i></p> <ul style="list-style-type: none"> • A good understanding of solution structure within Dynamics and a working knowledge of modularising individual product offerings. • Strong Microsoft Dynamics CRM technical and functional knowledge. • Microsoft Dynamics CRM Customizations and Power platform certifications would be beneficial. • Strong understanding of Microsoft Power Automate, including standard connectors with Power Apps and other associated products. • Experience extending the Dynamics platform using JavaScript-based web resources. • Utilisation of Canvas Apps and Pages to extend the model-driven application of Dynamics. • Experience with Power BI report development. A strong understanding of underlying architecture is highly desirable. • Capability to build relationships, effectively negotiate and influence others • Ability to liaise with senior leaders and key stakeholders both internally and externally • Ability to think and act strategically, exercising sound judgement • Ability to prioritise and meet deadlines, sometimes working with incomplete information • Sound understanding of customer relationship management • Knowledge of the software development lifecycle 			



Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Demonstrated experience in Microsoft Dynamics CRM (Dynamics 365/ Power platform) with technical and functional knowledge of Dynamics CRM in configuration and customizations
- Proven experience with web development technologies such as HTML, CSS, and REST APIs
- Strong experience in plugin development, power automates, power apps, power portal, scribe, dataverse / CDS, JavaScript
- Experience in development through cloud services preferably Azure – Logic Apps, API Management, Web Apps and Functions
- Experience in Power BI, CRM reporting and in CI/CD implementation, maintenance, and monitoring
- Skills in modern software development techniques (i.e., continuous delivery, test driven development, pair programming)

Clearances, Licences or Registrations

Police Check <input type="checkbox"/>	WWC <input type="checkbox"/>	NDIS Worker Screening <input type="checkbox"/>	AHPRA <input type="checkbox"/>	NCCHC <input type="checkbox"/>	Drivers Licence <input checked="" type="checkbox"/>	Other (specify) <input type="checkbox"/>
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Qualifications

Degree qualification in Business or ICT relevant disciplines

- Microsoft Dynamics CRM certification.
- Power Platform certification.
- Knowledge of Azure services for integration.
- Experience with scripting languages (e.g., PowerShell) for automation.

Extent of Authority

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Kartikeya Vishal, Vilko Poznovia, Rebecca Emery

Date Reviewed/Modified: 23/07/2024

*All PDs should be sent to P&C for approval and uploading to SharePoint

Related Documents: **PD Work Instructions, Behaviours Guide**

HR Use Only

Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role

Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager

**Will depend on the role*