JOB DESCRIPTION

Job title: Technical Product Manager (CRM)
Department / Unit: IT Services
Job type Full-Time - Permanent - Professional Services
Grade: RHUL 8
Accountable to: Head of Digital Design and Delivery

Purpose of the post

Working as part of a small technical team and reporting to the Head of Digital Design and Delivery, this role is responsible for the management and development of our Microsoft Dynamics environment, in support of the needs of student facing services and professional services.

This role will be responsible for setting the strategic and technical roadmap for the Dynamics environment, working closely with the product owner and IT leadership team to ensure that the technical direction of the platform aligns with the strategic goals of the IT department and organisation.

Alongside the roadmap and platform direction, this role will also be responsible for designing features using Microsoft Dynamics and the power platform and assisting the team with technical work to translate these designs into successful implementations.

The role requires building good working relationships with a spectrum of stakeholders from end users to project managers and contacts in external supplier organisations.

Additional responsibilities include ensuring features are tested adequately and working with service delivery teams to make sure deliverables are released adhering to the University's operating procedures.

Key tasks

1. Creating strategic and technical product roadmaps for the Dynamics platform.
2. Managing the technical backlog of features for the Dynamics platform.
3. Estimating feature development activities to assist with prioritisation and capacity planning.
4. Performing license and platform capacity management.
5. Creating solution designs that adhere to the University's development standards, well architected frameworks, and brand guidelines.
6. Assisting to translate designs into robust, scalable solutions that add value to the organisation.
7. Assist other team members in troubleshooting complex support issues.
8. Perform reviews of deliverables to ensure quality of the deliverables produced is of the required standard and delivers towards the roadmap.
9. To be a contributing subject matter expert in Microsoft Dynamics and associated technologies and their use at the University.
10. To maintain knowledge of Dynamics and associated technology and keep abreast of the latest developments, understanding how these fits with long term development of the application portfolio and requirements from the business.
11. Responsible for working effectively with selected 3rd party delivery partners.

Undertake such other duties within the scope of the post as may be requested by your manager.

**Other duties and expectations**

- The post holder is expected to take a highly organised approach to their work, planning for immediate priorities as well as planning time and resources for longer term change.
- The post holder is expected to contribute their technical understanding and business acumen to work with other members of IT Services and the wider University to design and deliver solutions for specific business requirements. This requires an excellent understanding of the Microsoft platforms and what these can offer in terms of practical solutions.
- The role holder will work with the team to identify and create practical, value-driven solutions that will deliver tangible and measurable business improvement for the University and which match strategic aims and objectives.
- The post-holder will develop a strong network of professional IT contacts outside the organisation to keep abreast of positive changes and developments in their field, which can be explored and utilised by the University, again with a view to improving user experience.
- The post holder will be expected to communicate with a wide range of stakeholders, primarily within IT Services but also with relevant colleagues across the University. They will be able to influence and implement new solutions that match stakeholder's needs, whilst ensuring compliance with policies and compatibility with existing solutions.

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The post holder will be required to work closely with all colleagues within IT.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Senior Management Team
- Academic Services teams
- Marketing & Communications
- Human Resources
- Finance
- IT Services
- Administrative and academic staff in other schools

Externally:
PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Technical Product Manager (CRM)  
Department: IT Services

<table>
<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionally qualified with a relevant degree/postgraduate qualification, plus demonstrable experience working with Microsoft Dynamics or in a product management role.</td>
<td>X</td>
<td></td>
<td>Application Form/Interview</td>
</tr>
<tr>
<td><strong>OR</strong> Substantial equivalent experience leading, managing and/or configuring Microsoft Dynamics CRM implementations, demonstrating professional development through involvement in a series of progressively more demanding work/roles, backed by evidence of this management.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills and/or Abilities</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to think and plan strategically.</td>
<td>X</td>
<td></td>
<td>Interview</td>
</tr>
<tr>
<td>Demonstrable experience leading the design, development, implementation, and maintenance of Microsoft Dynamics CRM systems.</td>
<td>X</td>
<td></td>
<td>Application Form</td>
</tr>
<tr>
<td>Experience of working with work item management systems such as Azure Devops, Jira or similar to manage product backlogs.</td>
<td>X</td>
<td></td>
<td>Interview</td>
</tr>
<tr>
<td>Significant experience planning multi-year product roadmaps to include wave releases, service expansion and new module implementations.</td>
<td>X</td>
<td></td>
<td>Application Form</td>
</tr>
<tr>
<td>Excellent hands-on Dynamics CRM management experience including license and capacity management.</td>
<td>X</td>
<td></td>
<td>Application Form</td>
</tr>
<tr>
<td>Experience coaching and mentoring more junior team members.</td>
<td>X</td>
<td></td>
<td>Interview</td>
</tr>
<tr>
<td>Deep understanding of software development lifecycles.</td>
<td>X</td>
<td></td>
<td>Interview</td>
</tr>
</tbody>
</table>

- Contracted 3rd Party suppliers
- Professional and industry contacts / peers
- Other Universities and similar size organisations
| Excellent writing and technical documentation skills to produce clear technical papers, requirements documents and system design diagrams | X | Interview |
| Other requirements | X | Interview |
| Self-awareness and a commitment to self-improvement and personal development | X | Interview |
| Strong interpersonal, communication and presentation skills | X | Interview |
| Excellent Planning, Organising and Personal Time Management | X | Interview |
| Proven analytical and problem-solving skills | X | Interview |
| Ability to work occasional weekends or late evenings and travel to events and other external activities as required. | X | Interview |