

**11/2023**



**Job Description - Business Applications Technical Analyst**

Business Applications Technical Analyst

At REPAK, we are expanding our Information Technology practice and specifically building our Business Applications team. Due to this expansion, we are seeking to recruit high achieving Business Applications Technical Analyst to be part of our growing practice and to support us in our MOLE Programme – Make Our Lives Easy.

The opportunity

By joining the Business Applications team as a Business Applications Technical Analyst, you will be helping our business departments with configuration, customization, and integration of Dynamics 365 Customer Engagement modules (Sales and Marketing).

You will be required to play a pivotal role covering the following areas:

* To understand business departments operation in detail from business perspective to be able to advise on best practices and streamlined way of working.
* To be ‘hands-on’ with technologies to configure/customize/extend required features for end-users, perform demos, proof of concept on new projects.
* To support end-user on daily issues to identify, document and report issues to the external IT contractor.

You will be a natural bridge between business departments and external IT contractor firm. With your great interpersonal and presentation skills, you establish relationships quickly.

You like working in an interactive environment where you can use your initiative to realize results. As part of this growing team, you will also get to help shape the innovative culture that makes REPAK such a great place to work. If you have a keen interest in cloud technologies as well as intellectual curiosity and energy, then REPAK could be exactly the right place for you as we are moving forward.

We are seeking individuals with significant client-side experience or individuals who have gained project and technology delivery experience within medium to large recognised organisations.

Setting

Repak is a not-for-profit business with a strong social mission. The business is nimble, and able to make quick decisions.

There is a legal obligation on most packaging producers to ensure that packaging is recovered and recycled. They pay a fee to Repak to enable Repak meet this legal obligation on their behalf, the fee being determined by the cost of the recovery and recycling.

The level of waste production is what decides how much money Repak need to raise in order to have the maximum amount of packaging recycled.

To help deliver increased recycling targets a new MS Dynamics 365 CRM, MS Power Portals and MS Business Central solution (very customised to Repak) has been delivered to the business. This represents a significant investment that needs to be built upon over the coming years to ensure maximum delivery for the business.

Team

39 in the business today split between executive, sales, membership team, recovery and recycling team, marketing, finance and IT support.

Your key responsibilities

* For Power Platform: Power Apps, PowerApps Portals / Power Pages, Power BI, and Power Automate. Microsoft Fabric and Copilot is a differential
* For Dynamics 365 CE: One or more of the following: Sales, Customer Service, Field Service, Customer Insights
* Designing and customizing Canvas Apps and Model Driven Apps
* Web development and backend programming: HTML, Javascript and related frameworks, CSS, C#, .NET Framework in general
* Modelling Dataverse – e.g. tables, fields, forms, views, table relationships
* Business Automation – e.g. Business Process Flows, Business Rules, D365 Classic Workflows and Power Automate Flows
* Prototype and configure processes to make sure the system works the way Repak needs
* Run workshops with internal leaders, users and consultants to analyse and design solutions for any application, and handle gaps detected during prototyping
* Contribute to playback meetings to clearly explain our recommended technical solution to users
* Ensure that solutions always deliver the expected end-user benefits by liaising with Project Manager, users and leaders
* Convert requirements to functional specs and functional design documents
* Ensure high quality of own work following governance of technical solution guidelines
* Troubleshoot technical project issues in a timely fashion
* Support key stakeholders through deployment to go live, and complete handover documents as required
* Maintain relevant knowledge related to third-party products that may offer value to clients
* Exposure to enterprise planning and delivery tools such as Azure DevOps
* Facilitate and accelerate the decision process, considering Repak’s business strategy, drivers, requirements, and challenges whilst bearing in mind the relevant industry trends
* Design conceptual architecture and technical solutions that leverages the most innovative Microsoft technologies
* Discover, assess, evaluate, and challenge strategic customer objectives by translating them into digital transformation opportunities that leverage Microsoft Dynamics 365 CE and Power Platform
* Experience of working with requirements and business process mapping skills
* In ability to create and maintain high quality technical specification documents
* Recognise any inconsistency, assumptions and identify critical elements
* Excellent communication skills - demonstrated experience standing in front of a room to either identify and collect requirements or to guide training and help users become confident working with the latest technology
* Document system settings and prepare Repak users to use the system
* Support testing of the proposed system solution and train users
* Agile Software Development experience
* Use your knowledge and the Microsoft collective knowledge to identify and propose the best possible solution for Repak
* Key contributor during project implementation, from the requirements analysis, system configuration, gaps definition, test enablement to the go-live support
* Assist in defining focussed sales strategies through data analysis to support the recruitment team with strong new sales leads
* Support the issuing and drafting of the department monthly reports using Power BI

Skills and attributes for success

* Critical thinking
* Proactivity
* Curiosity
* Self-learning skills
* Resilience
* Open-mindedness

To qualify for the role you must have

* D365 and/or Power Platform Certifications (MB-210, MB-220, MB-230, MB-240, PL-100, PL-210)
* 2-5 years of Experience developing Microsoft Dynamics 365 CE or Power Platform ideally in a Consultancy role or similar
* Business Analysis skills

Ideally, you’ll also have

* Should have experience in using Azure DevOps
* Some experience implementing Microsoft Business Central
* Excellent communication skills along with good analysis and documentation skills
* Experience developing Microsoft D365/Power Platform ideally in a Consultancy role or similar
* Should have a positive and can-do approach

What we look for

Highly motivated individuals with excellent problem-solving skills and the ability to prioritise shifting workloads in a rapidly changing industry.

An effective communicator and a confident professional equipped with business analysis skills and a genuine passion for technology and making things happen in a dynamic organisation. If you’re ready to take on a wide range of responsibilities and are committed to seeking out new ways to make a difference, this role is for you.

Intellectually curious people, with a genuine passion for finding and implementing innovative ways to solve business problems through technology.

Challenges will include understanding the business, getting people’s attention and getting them/keeping them engaged given that everyone has a day job and are busy.

Environment

* Culture - innovative - nimble, teamwork, good Leadership team who challenge and come up with fresh ideas
* Good place and environment to work in
* Hybrid working environment (3 days in office / 2 days from home – one of the two days at home must be a Friday – one of the 3 days in the office must be a Wednesday (Finance & IT team day)
* Office location is the Red Cow Roundabout

What working at REPAK offers

We offer a competitive remuneration package where you’ll be rewarded for your individual and team performance. Our package also includes:

* Health Insurance
* Pension Scheme
* Performance Bonus
* Cycle to Work Scheme
* 22 days Holidays per year

About REPAK

Our purpose is to lead the recycling and sustainability of Ireland’s packaging; advocate for a new circular economy; and educate businesses and consumers on reducing and recycling packaging.

Repak was set up in 1997 to help Member businesses meet their legal obligation to recycle the packaging they place on the Irish market. We have over 3,400 Members, whose fees fund household recycling bins, bottle banks, civic amenity sites and business back-door waste nationwide.

At Repak, we are passionate about protecting the environment and reducing the environmental impact of packaging waste, while helping to deliver Ireland’s recycling targets for the five main materials\*. We run initiatives and campaigns to help our Members improve the sustainability of their packaging and to encourage consumers to reduce, reuse and recycle better.

**Join us in business *funding* recycling.**