



Company Details Confidential



#JOB-2413194



Co. Dublin,



No of positions : 1



Paid Position



40 hours per week



Negotiable



23/09/2025



21/10/2025

How to apply

Application Method :

Not available



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Dynamics 365 Application Support Specialist

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Location: Dublin, D01 (Hybrid)

Contract / Permanent: 12 months (with further extensions)

Start date: November 2025 or ASAP

Minimum Requirements (Essential – Pass/Fail)

Experience: Minimum 4+ years hands-on experience in Microsoft Dynamics 365 Customer Service support and configuration (case management, workflows, SLAs, permissions).

Education/Qualifications:

ICT or related degree (Level 6 or above e.g., Computer Science, Information Systems).

Relevant Microsoft certifications, including at least one of:

Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate (MB-230)

Microsoft Certified: Power Platform Functional Consultant Associate (PL-200)

Language: Fluency in English (native or certified C2 level).

Key Deliverable:

Provision of advanced Level 1/2 BAU (business-as-usual) support for Microsoft Dynamics 365 Customer Service, ensuring efficient resolution of user issues and platform incidents.

Configuration and maintenance of D365 case management processes, business rules, workflows, SLAs, and user/team roles and permissions.

Experience of developing, updating, and delivering user training programs, onboarding resources, and maintaining end-user support documentation and knowledge articles.

Collaboration with technical/project teams, and other business stakeholders, to ensure customer queries are addressed effectively

Ability to proactively gather and relay structured customer/user feedback to improve service delivery and

customer experience.

Monitoring of ticketing queues and contributing to quality and compliance standards in line with data privacy/GDPR/security and any relevant legislation.

Key Experience/Competencies/Skillsets:

- Proven experience supporting and configuring Dynamics 365 Customer Service (case management, workflow automation, SLAs, user roles): 4+ years in a support-focused BAU role.
- Strong technical understanding of case management and support workflows, including experience resolving complex D365 customer service user issues.
- Demonstrated ability to handle customer queries in a technical/business application support environment, with evidence of effective ticket management, documentation, and knowledge base contribution
- Excellent communication, collaboration, and structured problem-solving skills: Ability to liaise with both non-technical end users and cross-functional technical/stakeholder teams.
- Continuous improvement mindset: Experience gathering enduser feedback and participating in system/process enhancement or user adoption initiatives.
- Experience delivering end-user training and onboarding; authoring user documentation, guides, FAQs (frequently asked questions), or SOPs (standard operating procedures).
- Experience administering user roles and permissions, maintaining data privacy, and ensuring compliance with public sector/civil service standards
- This vacancy is suitable for Remote/Blended working
- **Sector:** information and communication

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 4
- **Minimum Qualification:**No Qualification

(Desirable)

- **Ability Skills:** Skilled Trade(s), Technical IT
- **Competency Skills:** Time Management, Working on own Initiative