

Job Position: CRM Administration

Duties and Responsibilities:

- **Technical System Administration** - Administration of the CRM application environment and related systems. This would include patches, upgrades and new feature implementations.
- **Business Process Analysis** - Interfacing with key power users and management to understand business processes related to the CRM platform. This would include providing guidance and support in the implementation of new processes and the optimization of existing processes.
- **Technical Support and Issue Resolution** - Responsibility includes Troubleshooting CRM related issues and finding root cause. CRM issues could be of a technical, data or business process nature.
- **Data Integrity, Integration and Maintenance** - Ensuring the reliability and trustworthiness of the CRM system's data. Additionally this would include efforts to remediate existing data issues and recommend process and technical solutions to prevent future integrity issues.
- **Customization and Configuration** - Providing best practice based recommendations for customizing, configuring and extending the system. Additionally, interfacing with power users and software developers to create maintainable custom or configuration based solutions.
- **Interface with other Key Technical and Non-Technical Staff** - Interfacing with key technical staff including PMO, DBAs, Infrastructure Engineers and Software Developers as needed. Provides CRM guidance and best practice recommendations to other technical staff members as needed. This also includes interfacing with CRM end users, Management and staff to provide guidance, best practices and solution options as needed.
- **Monitor project progress** - Monitor project progress by tracking activities; resolving problems; publishing progress reports; recommending actions and manage the day-to-day priorities of the CRM team.

Requirements:

- Experience with CRM (Experience must include administering a Microsoft Dynamics CRM 365)
- Experience working with SQL, querying, and building and generating system reports
- +5 years experience working in a related analyst role
- Excellent collaboration and communication skills with the ability to effectively communicate with technical and non-technical audiences
- Demonstrated ability to prioritize and to complete a high volume of work and meet deadlines with excellent organizational skills and attention to detail

- Superb analytical skills and ability to think things through, anticipate solutions and next steps, and see the bigger picture
- +2 years of recent experience with development of MS Dynamics CRM applications using Visual Studio
- +2 years of recent experience with workflow design in Visio and workflows implementation in Dynamics CRM

Job Position: Database Administrator (expert at SSRS, ETL ,SSIS)

Duties and Responsibilities:

- Kheilisabz publication is in need of a SQL Server Database Application Developer and Administrator to support a long-term contract to help with server database design, development, support and enhancement. This position requires extensive database, data warehouse and programming knowledge of all of the following areas: Writing SQL, PL/SQL, SSIS ETL packages, SSRS and relational database design. This is a stable contract with growth opportunities. Responsibilities:
 - Ensure all SQL database servers are backed up according to the pre-defined maintenance schedule;
 - Build, maintain, and enhance SSIS packages, SSRS reports, procedures and functions in PL/SQL using SSMS, Developer and other utilities;
 - Write, debug efficient SQL queries and SSIS Packages;
 - Troubleshoot SQL Server service outages as they occur
 - Configure SQL Server monitoring utilities, automation jobs and ability to use SQL utilities (DMVs, msdb etc.)
 - Performance troubleshooting, tuning, indexing & query changes
 - Debug PL/SQL programs to fix and maintain existing code
 - Develop Database code, SSIS packages using best practices for modularity, error handling, auditing, multi-user and performance
 - Ability to use SQL Server tools to diagnose server reliability and performance issues.
 - Ability to work with minimal direction, yet also able to work in team environment.
 - Participate in on-call rotations.

Requirements

- 5+ years of experience developing, maintaining and administering Microsoft SQL Server databases.
- 5+ years of experience with other Microsoft SQL Server products (SSIS, SSAS, SSRS) as well as BI concepts
- 5+ years of experience with Business Intelligence, Data Warehouse / ETL products.