

## Summary

<b>Job title</b>	Dynamics Functional Analyst
<b>Division</b>	University Administration Services
<b>Department</b>	IT Services
<b>Location</b>	Central Oxford
<b>Grade and salary</b>	Grade 7: £38,674 - £46,913 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	2-year Fixed-term contract with possibility of extension
<b>Reporting to</b>	Platform Manager
<b>Vacancy reference</b>	179488
<b>Additional information</b>	<p>Applicants must supply two documents for this vacancy:</p> <ul style="list-style-type: none"> <li>A supporting statement listing each of the essential and desirable selection criteria in the further particulars and explaining how they meet them</li> <li>A copy of your most recent curriculum vitae</li> </ul>

## The role

This is an exciting opportunity to join the Software Solutions Group within the University of Oxford's central IT Services department as a **Dynamics 365 Functional Analyst**. Working closely with developers, business analysts, and product owners, you will play a key role in supporting users to get the most from the University's Dynamics 365 platform — with a particular focus on the **Customer Service and Marketing applications**.

This role is ideal for someone with a passion for helping others use technology effectively. You will act as a bridge between users and technical teams, helping to shape requirements, improve platform adoption, and promote good practice in the use of Dynamics 365 and Power Platform tools. You'll support users in understanding the capabilities of the system, contribute to product roadmaps and Agile ceremonies, and maintain clear, accessible documentation and user guidance.



You do not need to be a developer, but familiarity with the Microsoft cloud ecosystem — particularly Dynamics 365, Power Automate, or Power Pages — will be valuable. You'll have the opportunity to grow your skills and contribute to the University's broader digital transformation efforts, while supporting a supportive and collaborative team delivering high-impact services.

## Flexible working

This role is based in central Oxford, but we are happy for our team to work remotely when that's best, and come into the office for regular team days and when face to face time will enhance collaboration.

## Responsibilities

- Act as a key contact for business users of Dynamics 365, helping them understand how to get the most value from the platform through features, best practices, and available tools.
- Promote the "art of the possible" by demonstrating new features, running tailored briefings or drop-in sessions, and supporting colleagues in adopting Dynamics 365 effectively.
- Provide guidance to users – in person and in writing - on how to structure their requests, articulate their needs, and understand what is feasible within the platform's capabilities.
- Support product owners and analysts in gathering and interpreting user feedback, aligning it with roadmap priorities and platform strategy.
- Liaise with developers and technical leads to triage support tickets, document bugs, and test or validate fixes ahead of release.
- Maintain and contribute to support documentation, configuration records, user guides and operational checklists to ensure long-term supportability.
- Contribute to the creation of self service for all users of CRM, creating documentation and ensuring how-to videos are kept up to date in line with the iterative development and delivery
- Be an advocate for and contribute to Agile delivery activities such as stand-ups, retrospectives, and sprint reviews, offering input into backlog prioritisation and effort estimates.
- Assist with the effective and accurate collection and analysis of feedback or metrics to support continuous improvement of platform processes and user experience.
- Maintain awareness of Microsoft Dynamics 365 and Power Platform updates, and contribute to the team's evaluation of new features or best practices.

## Selection criteria

### Essential selection criteria

- Educated to degree level in a computing, business, or IT-related subject, or equivalent professional experience in an IT support, systems administration, or functional analyst role.
- Experience supporting enterprise applications, with the ability to investigate issues, gather information from users, and work collaboratively to guide users toward effective solutions.
- Familiarity with Microsoft Dynamics 365 or Power Platform tools (e.g. Customer Service, Marketing, Power Automate, Dataverse), including practical use for configuration, reporting, or user support.
- Understanding of core platform administration concepts, such as managing user access, permissions, or environment settings in a cloud-based application ecosystem.

- Excellent organisational skills, with the ability to manage personal workload, support Agile delivery processes, and respond flexibly in a dynamic user environment.
  - Strong interpersonal and communication skills, with the ability to explain platform capabilities clearly to non-technical users, and translate user needs for technical teams.
  - Commitment to continuous learning and self-development, particularly in Microsoft cloud technologies and Dynamics 365 feature evolution.
  - Attention to detail and a user-focused mindset, with a structured approach to documentation, knowledge sharing, and ongoing platform improvement.
  - Understanding of the Agile software development lifecycle, including the use of test, UAT, and production environments, and involvement in change or release processes.
- Experience creating or maintaining user-facing documentation, such as support guides, training materials, or platform runbooks.

#### Desirable selection criteria

- Familiarity with Azure DevOps, or other work tracking and release management tools, particularly in Agile delivery environments.
- Awareness of data protection, accessibility, and security considerations, particularly when supporting enterprise applications or external-facing services.
- Experience working in a higher education or public sector environment, or an appreciation of the challenges and opportunities of supporting users in a large, complex organisation.
- Experience facilitating user engagement activities, such as drop-in sessions, demos, or briefings, to support adoption of new tools or processes.

#### Pre-employment screening

##### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 3 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

## University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

If you currently work for the University please note that:

- as part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-fags>

Non-technical questions about this job should be addressed to the recruiting department directly **[Insert your departmental contact details]**.

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

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## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>