Job Description

Business Applications Specialist

Job Details

Job title	Business Applications Specialist
Job purpose	Responsible for the effective administration, availability, security and continuous improvement of Microsoft Dynamics 365 Finance and Operations (D365 F&O). The role owns day-to-day system configuration and access administration, coordinates releases and updates, supports integrations and complex issue resolution, and ensures the platform remains robust, compliant and aligned with the organisation's long-term IT architecture.
Job location	Office based (hybrid working option available)
Reports to	Business Systems Analyst

Dimensions

Line management	Yes ☐ No ☒	**Budget holder**	Yes ☐ No ☒

Job Purpose

Core responsibilities	**D365 Finance & Operations administration (D365 F&O)** + Act as the primary administrator for D365 F&O, owning system configuration, security and access controls. + Manage user provisioning, role changes and ongoing access reviews, including security permissions and segregation of duties. + Carry out system administration activities including workflow adjustments, batch-job maintenance, and data management framework configuration. + Maintain technical system and configuration documentation, administration procedures, templates and knowledge-transfer materials, including D365 artefacts where applicable. + Promote and reinforce administration and user best practices to support consistent behaviour and compliance. **Service reliability, integrations and support** + Help ensure business systems, databases and integrations are robust, secure and optimised, with information flowing reliably and efficiently between systems. + Implement and maintain appropriate monitoring, reporting and alerting to support service continuity.

	+ Manage and maintain data interfaces between D365 F&O, other business systems and third-party products. + Act as an escalation point for complex business-system, integration and data issues, working with internal IT, Microsoft and support partners as required. + Produce specification documents for third-party suppliers where system development is required. + Work with project leads and third parties to establish robust, timely and secure data-integration plans, frameworks and connectors. **Release, change and upgrade management** + Own release and change-management processes for D365 F&O, including Microsoft updates and coordination with business stakeholders. + Manage update and major-upgrade schedules for core systems, ensuring platforms remain performant, fit for purpose and compliant. + Review new platform features with functional owners and assess the business value and impact of enabling them. + Monitor vendor-published update information and communicate relevant changes to internal and external stakeholders to minimise disruption to business-as-usual and project activity. + Manage automated testing tools and maintain the regression-test suite so that core business processes are covered when D365 updates are applied. **Security, compliance and continuity** + Apply organisational security standards, data-protection requirements and internal policies to system administration and integration activities. + Track and manage access, certificates, client secrets and authentication methods to maintain continuity of core system functionality. + Support access reviews and maintain appropriate controls across the D365 F&O environment. **Continuous improvement and strategy** + Support continuous improvement initiatives and optimisation of processes in D365 F&O. + Contribute to the long-term objectives and direction of the organisation's IT architecture. + Identify opportunities to improve system reliability, administration efficiency, user adoption and process effectiveness. **Decision making** + Review and mange application updates and their operational impact. + Review and prioritise system change requests with the Business Systems Analyst. + Review and prioritise support requests escalating appropriately where specialist input is required. + Balance service continuity, security, compliance and business needs when recommending configuration or release decisions. **Out of hours work** + Occasional out of hours work will be required to manage system upgrades, changes and developments.

Non-core responsibilities	+ Ad hoc tasks as required.

Signature of job holder:			
Name:		**Date:**	