RACP
Specialists. Together

Position Description

Dynamics 365 and Power Platform Functional Analyst, IT

Department | Unit | Award: Level

ABOUT THE RACP	The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.
POSITION PURPOSE	The IT department assists the College in achieving its strategic and operational objectives and oversees all aspects of the institution's technology, including systems architecture and network infrastructure, software development, hardware upgrades and support, voice and data communications, help desk services, IT project management, data warehousing, technology requirements, risk and security frameworks, business continuity planning, IT contracts and vendor relations, and technology consulting.
	The Dynamics 365 and Power Platform Functional Analyst plays a critical role in helping the College maximise the value of its Dynamics 365 applications and Power Platform tools to achieve its strategic objectives.
	Further, the role: • Supports and optimises existing Dynamics 365 and Power Platform solutions, ensuring their reliability, scalability, and alignment with the College's needs. • Collaborates with stakeholders across the College to identify, justify, and implement appropriate technological solutions that align with College goals, utilising Dynamics 365 modules, Power Apps, Power Automate, and Power BI. • Leads and participates in the implementation of Dynamics 365 and Power Platform projects, from gathering requirements to deployment and user adoption. • Designs and maintains custom applications, workflows, and data models to support College processes, leveraging the Power Platform and Dataverse. • Provides expertise and advice on integrating Dynamics 365 and Power Platform tools with other College systems to enable seamless workflows and efficient data management. • Supports and maintains existing Dynamics 365 applications and custom Power Platform solutions, ensuring their effectiveness and availability for College operations. • Ensures compliance with security, risk, and governance frameworks when designing and deploying solutions.
	This role serves as a trusted advisor and champion of the College's Information Management & Technology strategy, supporting the College's commitment to excellence and innovation through modern technological solutions.

KEY ACCOUNTABILITIES	**Solution Design & Configuration:**
	• Collaborate with internal stakeholders (e.g., business units, project managers, IT teams) to understand requirements and design tailored Dynamics 365 and Power Platform solutions that optimise internal business processes.
	• Conduct solution reviews and walkthroughs for applications, workflows, and reports; assess existing implementations, recommend optimisations, and execute on approved changes.
	• Deliver high-quality solutions, including the creation of High-Level Designs, Detailed Designs, and As Built Specifications to support the architecture and design process.
	System Customisation & Configuration:
	• Customise and configure Dynamics 365 modules to meet the evolving needs of the organisation.
	• Build Power Apps and automate workflows using Power Automate to increase productivity and reduce manual tasks.
	Data Integration & Reporting:
	• Undertake metadata management and repository usage, ensuring appropriate structuring and configuration of data models and entities.
	• Work with other teams to develop integration solutions between Dynamics 365 and other internal systems. Build dashboards and appropriate reports using the Dataverse to provide business insights, enabling data-driven decision-making.
	Process Optimisation & Automation:
	• Analyse internal processes, identify inefficiencies, and implement automation solutions using Power Automate and Power Apps to streamline workflows and reduce operational bottlenecks.
	• Promote and implement security by design practices to safeguard data and workflows.
	User Support:
	• Provide ongoing support for internal users, ensuring they can fully utilise Dynamics 365 and Power Platform tools. Troubleshoot issues and provide guidance on best practices.
	Collaboration with IT & Business Teams:
	• Work closely with both IT and business teams to ensure system configurations align with organisational goals. Ensure smooth system upgrades, patches, and functionality improvements.
	System Documentation & Knowledge Sharing:
	• Document configurations, workflows, and customisations. Create and maintain training materials, user guides, and process documentation to support internal knowledge sharing.
	Operational Management & Continuous Improvement:
	• Maintain and manage Dynamics 365 environment including workflows to optimal performance levels (Speed, Scalability and Security), stay up-to-date with the latest updates and features in

	Dynamics 365 and Power Platform. Identify opportunities for improvements and recommend new features or processes to enhance system functionality. • Identify operational issues in Dynamics 365 and Power Platform solutions and contribute to their resolution, ensuring compliance with agreed standards and procedures. The role will act as escalation for the below in relation to Dynamics 365 and Power Platform solutions: • Receives and handles support requests for incidents and queries, ensuring adherence to ITIL procedures and timely resolution. • Proactively investigates, anticipates, and resolves system-related issues while coordinating and documenting remedies and preventive measures. • Contributes to the planning, implementation, and documentation of system maintenance, upgrades, and installation activities.
COMPLEXITIES	• Influencing stakeholders across departments to adopt solutions without direct authority. • Balancing competing priorities between enhancements, incidents, and new solutions. • Adapting to rapidly changing business requirements in a dynamic environment. • Ensuring seamless integration with legacy systems and third-party applications. • Delivering outcomes without direct budget control by prioritising and negotiating effectively. • Designing solutions that meet strict security, data privacy, and compliance standards. • Keeping up with frequent updates and new features in Dynamics 365 and Power Platform. • Driving user adoption and managing change across a diverse user base. • Bridging technical capabilities with business needs for actionable solutions. • Managing dependencies and mitigating risks across teams and vendors.
ROLE DIMENSIONS	Reporting Line: Solutions Development Team Lead, IT Direct Reports: N/A Team Reports: N/A
COMPETENCIES	**Action Oriented:** Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm **Manages Ambiguity:** Operating effectively, even when things are not certain, or the way forward is not clear **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences **Customer Focus:** Building strong customer relationships and delivering customer-centric solutions **Builds Networks:** Effectively building formal and informal relationships networks inside and outside the organisation **Self-development:** Actively seeking new ways to grow and be challenged using both formal and informal development channels

	Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders **Tech Savvy**: Anticipating and adopting innovations in business building digital and technology applications **Optimises Work Processes:** Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
EXPERIENCE	**Essential** • Minimum 5 years of experience with Dynamics 365 and Power Platform solutions, including Power Apps, Power Automate, and Power BI. • Strong knowledge of Dynamics 365 modules and customisation capabilities. • Bachelor's degree in IT, Computer Science, or related field, with relevant Microsoft certifications preferred. **Business Analysis:** • Experience working in a corporate or internal IT environment, collaborating with internal cross-functional stakeholders to understand and solve business challenges • Experience collaborating and directing external third-party vendors on development and implementation of business solutions. **Certifications:** • Microsoft Certified: Dynamics 365 Fundamentals • Microsoft Certified: Power Platform Functional Analyst (or equivalent certification) preferred. **Technical Skills:** • Strong proficiency in Dynamics 365 configurations, including customisation of entities, forms, workflows, and dashboards. • Hands-on experience with Power Apps for application development and Power Automate for process automation. • Experience with Power BI for creating reports and dashboards to support business insights. • Familiarity with system integration principles, especially with Dynamics 365 and third-party applications. **Analytical & Communication Skills:** • Ability to analyse business processes and translate them into technical solutions. • Strong written and verbal communication skills for interacting with internal stakeholders at all levels, including business users and IT teams. • Strong problem-solving skills to bridge technical solutions with business goals, analysing processes to design innovative and effective systems. **Project Management & Collaboration:** • Experience working in Agile/Scrum environments.

	• Ability to manage multiple internal projects, prioritise tasks, and meet deadlines **Desired:** • Experience with Azure services such as Logic Apps, Azure Functions, or Azure Data Factory for advanced integrations. • Knowledge of DevOps practices and tools, such as Azure DevOps, for managing application lifecycle and deployments. • Understanding of data visualisation principles to enhance reporting and dashboards. • Experience in change management and driving user adoption of new technologies. • Knowledge of industry-specific Dynamics 365 solutions for specialised business domains.

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and **Decolonise**

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.