

May 2021

Futuregrowth Asset Management is recruiting!

We have an exciting opportunity available in our Enterprise Solutions (ES) team.

Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.

Client Relationship Management (CRM) Analyst Programmer

Are you passionate about CRM and are you seeking a rewarding career in fiduciary asset management? Do you have strong communication and interpersonal skills, with the ability to build long-term client relationships? Are you highly organised and adaptable, with a strong ethical base? Then this position might be for you.

Who is Futuregrowth?

Futuregrowth has been South Africa's leading Fixed Income manager for more than 20 years, with around R186 billion of client assets under management (as at 31 December 2020). We manage a range of fixed interest and development funds and play a leadership role in the asset management industry in South Africa. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first. Futuregrowth is based in Cape Town.

Purpose of position

The CRM Analyst Programmer will be the technical specialist in all aspects relating to the CRM application, and will be responsible for the technical design, development and support of the CRM application and integration into the wider system landscape. The successful candidate will form part of the ES team and will work closely with the CRM Business Team and Business Users.

Key result areas

1. Maintaining high standards of software quality within the team by establishing good practices and habits.
2. Packaging and supporting the deployment of releases. This includes:
 - Working with team members in the migration of legacy applications to current Microsoft technologies;
 - Developing, refining and tuning integrations between applications; and
 - Analysing and resolving technical and application problems.
3. Improving software quality and sprint delivery within the development team.
4. Managing technical debt through a transparent process that controls accumulation.
5. Analysis and development. This includes:
 - Designing solutions and defining how they will create value;
 - Developing and maintaining of proprietary business applications;
 - Coding releases into production;
 - Acting as a technical lead; and
 - Producing test plans.
6. Working with the ES team to translate client needs, based on analysis of quantitative and qualitative information into deliverable, realistic features and improvements.
7. Identifying CRM strengths and weaknesses and suggesting areas for improvement.
8. Analysing complex technical concepts and presenting them in simple terms to non-technical stakeholders.

Key responsibilities of the job

1. To provide technical expertise and recommendations in assessing new IT software projects relating to CRM;
2. To act as a subject matter expert on CRM capabilities, technical architecture, system configuration, and cloud services etc.;
3. To participate in analysis/requirements specification sessions with the CRM business team and end users, to determine the feasibility of the requirements and propose the best technical set up to achieve business objectives;
4. To investigate and resolve CRM-related technical issues and provide full support and troubleshooting of the CRM application and integration with back-end services/applications;
5. To deliver on technical requirements specification, configuration, development, testing and deployment of any technical changes to the CRM system, including custom applications and objects within the CRM application;
6. To actively extend the CRM capability through creating new entities, forms, workflows, reports, dashboards, custom objects and views, to suit business needs;
7. To deliver on and coordinate application development for multiple CRM-related initiatives simultaneously;
8. To manage system changes without interruption to users;
9. To manage the implementation and support of integration to other applications (e.g. Marketing Automation platforms, SQL product databases, Sharepoint, Power BI);
10. To manage permissions and access to the CRM application;
11. To install and configure plugins such as Outlook client and AFDS;
12. To support the training of staff on the use of the CRM application; and
13. To lead the technical stream of a migration effort from MS Dynamics on premises to 365 Sales and Service.

Knowledge and experience required

Skills, know-how and experience

- Experience in configuring SSRS Reports for Dynamics 365 using FetchXML and SQL Server Data Tools;
- Understanding of Dynamics 365 Sales, Service and Marketing best practices;
- A strong background in Data warehousing and Data Base design in Microsoft SQL;
- Knowledge of C# Custom Plugins & Custom Workflow Assemblies;
- Knowledge of CRM integrations, including marketing automation platforms, Power BI and Sharepoint;
- Process, systems and data modelling skills (Visio or similar);
- Experience in applying a software architecture approach, which converts software characteristics such as flexibility, scalability, feasibility, reusability and security into a structured solution;
- Microsoft DevOps skills (advantageous);
- Experience in the development and implementation of standards, procedures and guidelines to support operational processes; and
- Experience in Financial Services or Asset Management.

Technical/professional qualifications

- BCom/BSc or IT-related tertiary qualification;
- Minimum 5 years' experience working with Microsoft Dynamics CRM or 365 (Sales and Service), including configuration, customisation, standard workflows, dashboards, forms, and views;
- Experience in working on full life cycle implementations across multiple versions of Dynamics CRM and MS 365;
- Knowledge of Visual Studio, .Net framework, C#, SQL Server (T-SQL), JavaScript, HTML, CSS in a web-based environment; and
- Knowledge of Webservice and Web API using C#.NET, ASP.NET, MVC, WCF, Rest API, Azure services.

Key behaviours and competencies

- Enjoy collaboration and teamwork;
- Have excellent communication skills (verbal and written);
- Have excellent listening skills with strong emotional intelligence;
- Have excellent planning and organising skills;
- Have strong analytical and problem-solving skills;
- Pay high attention to detail;
- Display good decision-making and judgement;
- Be articulate and confident;
- Be disciplined and diligent;
- Be quality orientated;
- Have learning agility (curiosity and willingness to learn); and
- Display drive, purpose and initiative.

Recruitment process and closing dates

Selected candidates will need to attend a series of competency-based interviews and a psychometric assessment.

Contact details

Email: careers@futuregrowth.co.za