D365 CE / Power Platform Technical SME

募集職種

人材紹介会社
リーチェクスト株式会社

採用企業名
IN_Subcon

求人ID
1605390

業種
ITコンサルティング

雇用形態
契約

勤務地
東京都 23区, 千代田区

給与
経験考慮の上、応相談

更新日
2026年11月06日 01:00

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可が必要です

募集要項

- **Customer:** IT Company
- **Location:** Otemachi (hybrid)
- **Start Date**: 10th August
- **Duration**: 1 year (3 months rolling contract-extendable)
- **Language Skills:** Japanese – Business level & English – Business Level.

Key Responsibilities

- Provide technical guidance, mentoring, and SME coaching to Delivery Partner Engineers and Support Advocates.
- Partner with SDM, CSS Learning & Development, and Worldwide Learning teams to address readiness gaps.
- Perform case inspections, triage, escalations, technical reviews, and wellness checks.
- Drive readiness content creation, training, and knowledge sharing initiatives.
- Manage collaboration activities across teams for complex technical cases.
- Contribute to supportability improvements, case pattern analysis, and deflection initiatives.
- Coordinate release management and deployment readiness activities.

- Work with quality teams to improve engagement quality and operational excellence.
- Participate in weekly business reviews and Product Group triage meetings.
- Identify process, tool, automation, and innovation opportunities.

スキル・資格

Required Experience:

- 5+ years of experience in Microsoft Dynamics 365 Customer Engagement (CE)
- Strong hands-on experience with Power Platform (Power Apps, Power Automate, Dataverse)
- Experience in technical leadership, support governance, and readiness activities

Mandatory Skills

- Dynamics 365 Customer Engagement (CE)
- Power Platform (Power Apps, Power Automate, Dataverse)
- C#, .NET, JavaScript
- Azure Functions, Logic Apps, Integration Services
- Case Management and Escalation Handling
- Azure DevOps, Git, Agile Methodologies
- Business-level Japanese and English

Preferred Skills

- Microsoft Dynamics 365 Certifications
- Power Platform Certifications
- Experience with Microsoft Support/CSS environments
- Copilot Studio and AI-powered business applications

会社説明