

Job vacancy

Microsoft Dynamics Engineer

Date: May 2026

Looking for an exciting and rewarding career?

theidol.com is looking for a Microsoft Dynamics Engineer to provide expertise and hands-on support in the implementation of Microsoft Dynamics 365 Contact Centre and CRM.

The Idol is a successful financial technology business based on the edge of the stunning Lake District National Park in Cumbria. Our location offers the opportunity for an exceptional work-life balance, allowing you to enjoy the countryside, find inspiration, and unwind.

We've been innovating financial services since 1999 and are dedicated to transforming insurance technology to protect what matters. As part of the Legal & General Group (since 2010), we proudly partner with household brands such as Go.Compare, ComparetheMarket and Confused. We are committed to early adoption of new technologies, progressive working practices, and supporting everyone to be accountable to deliver their best quality work. You can find out more on our website.

Job purpose

We are seeking a Microsoft Dynamics 365 Engineer to deliver hands-on development across Dynamics 365 Sales and Customer Service and other use cases in the future depending on business needs. The role focuses on implementing and enhancing agreed designs and integrating solutions using the Microsoft Power Platform and associated Azure services. Working closely with the delivery team and Project Manager, you will contribute to the delivery of high-quality, maintainable solutions aligned with platform best practices.

Principle accountabilities

- Configure, build, and support solutions within Dynamics 365 Sales and Customer Service, translating agreed requirements and designs into working functionality under guidance from senior team members.
- Deliver day-to-day development across Dynamics 365 and the Power Platform, including model-driven apps, Power Automate flows, and Logic Apps, following established standards and patterns.
- Develop and maintain integrations using Azure services (such as Logic Apps, Azure Functions, Service Bus, and REST APIs), supporting data exchange with internal and third-party systems in line with agreed integration approaches.
- Extend Dynamics 365 using appropriate development techniques (e.g. plugins, JavaScript, Power Platform extensibility), while prioritising out-of-the-box capabilities and configuration-led solutions wherever possible.
- Support the use and improvement of CI/CD pipelines for Dynamics 365 and Power Platform solutions, contributing to automated build, testing, and deployment activities across environments.
- Use source control and deployment tooling (e.g. Azure DevOps) to manage solution changes, deployments, and environment consistency, following team processes.

- Work closely with the delivery team members to ensure solutions align with the Idol Data Model, supporting consistent integration patterns and a reliable single source of truth.
- Assist in identifying potential integration, performance, or maintainability risks, escalating concerns, and constructively questioning overly complex or heavily customised approaches.
- Produce and maintain clear technical documentation for configurations, customisations, integrations, and automated processes, ensuring knowledge can be shared and supported.
- Support delivery planning by identifying technical dependencies, contributing to estimates, and assisting with phased rollouts, testing, and post-release support.
- Take responsibility of flow quality, maintainability, and technical debt, supporting testing, defect resolution, and continuous improvement.
- Consider, relevant to your role, the needs and objectives of all our customers, including vulnerable customers, to ensure that they receive good outcomes.

Person specification

Knowledge, experience, and qualifications

- Hands-on experience delivering Dynamics 365 CRM solutions, with practical knowledge of Sales and Customer Service modules, and awareness of related contact centre or sales processes, alongside use of the Microsoft Power Platform.
- Experience extending Dynamics 365 using a configuration-first approach, supported by custom development where appropriate (e.g. plugins, JavaScript, Power Platform extensibility), with working knowledge of Dataverse and the Common Data Model.
- Experience building and supporting integrations between Dynamics 365 and internal or third-party systems using Azure services such as Logic Apps, Azure Functions, Service Bus, and REST APIs, following established patterns and guidance.
- Experience working in agile delivery environments, collaborating with analysts and engineers, and using tools such as Jira to manage work and priorities.
- Practical experience using CI/CD pipelines and source control for Dynamics 365 and Power Platform solutions, including solution packaging, environment management, and supporting automated deployments.
- Exposure to delivering solutions in enterprise-scale and/or regulated environments, with an understanding of the need to balance business requirements, technical feasibility, performance, and long-term maintainability.
- Ability to follow and apply existing architectural standards, data models, and integration principles, contributing constructively to design discussions without owning overall solution architecture.
- Relevant Microsoft certifications in Dynamics 365 and/or the Power Platform, or a clear commitment to achieving certification as part of ongoing development.

Behaviours

- Takes ownership of technical outputs, ensuring solution quality, code standards, and technical decisions are consistent, well-reasoned, and aligned to agreed design and architectural principles.
- Raises concerns and questions design or implementation approaches constructively, escalating risks and complexity where appropriate.
- Promotes simple, reusable, configuration-first solutions, actively discouraging unnecessary customisation and encouraging approaches that improve maintainability and supportability.

- Applies learning from previous implementations to improve delivery quality, maintainability, and efficiency, sharing insights with the wider team.
- Works collaboratively across multidisciplinary teams, engaging effectively with engineers, testers, and non-technical stakeholders to progress shared outcomes.
- Communicates technical concepts clearly and appropriately, adapting language and level of detail to suit technical and non-technical audiences and support informed decision-making.
- Supports delivery decisions by balancing technical best practice with delivery priorities, seeking guidance where needed.
- Acts to deliver good outcomes for retail customers, including vulnerable customers, ensuring solutions are developed and delivered with care, inclusivity, and customer impact in mind.

Scope

This is a full-time Monday to Friday role working an average 37.5 hours per week.

Hybrid flexible home/office working supported. There is a requirement to attend the office in Cumbria approximately twice a month or as frequently is required to meet the role requirements (expenses will be provided depending on your location). Salary From £32,500 to £50,000 depending on experience, 25 days holiday plus public holidays, plus performance-rated bonus, enhanced pension, and generous private medical, family, sickness, and insurance benefits, and share schemes.