

Technical Support Consultant

Job Location: Hyderabad, India or Bangalore, India

Working at HSO India means working in a dynamic environment on challenging assignments. We are growing fast, and rapidly growing technology demands to pace with the growth in speed. We are focused on growing fast as a Microsoft Global solution integrator, but we opt to focus on qualities with our growth. If you are ready to work in a fast growing dynamic and flexible work culture, if learning inspires you, if you are proactive in taking responsibilities and processes problems solving skills, then HSO is the place for you.

We are seeking a Technical Support Consultant with a minimum 5 years of experience working with recent versions of AX2012 and D365 F&O. You will be relied upon to work on end user support, resolving incidents, troubleshooting, debugging and resolving issues, developing new feature enhancements, providing strategic support on future upgrade strategy, performance monitoring and new feature implementation. The ideal candidate will have experience on standard GL, AR, AP, Cash and Project modules within AX2012 or D365. Consultants should be organized and have strong time management skills as you will be communicating with multiple SMEs within the projects in various stages of support cycle. Ideal candidate is someone seeking to work independently in an environment with personal growth opportunities, strong client-centric values, and a supportive group of colleagues.

Key Responsibilities:

- Supporting end user issues, working closely with SMEs to resolve configuration and other setup issues.
- Debugging and troubleshooting support incidents and ultimately fixing bugs.
- Develop features using Microsoft Dynamics 365 extension framework.
- Work with other internal support consultants and proactively resolving incidents for customers.
- Create, maintain, and support development and business processes for existing customers.

Requirements:

- A minimum of 5 years of experience working with recent versions of AX2012 and D365
- Responsible for hands-on debugging, troubleshooting, fixing and testing Microsoft Dynamics 365 product using X++ programming language
- X++, C#, C++, SQL, DevOps, Azure functions.
- 3+ years of hands-on experience working in a consulting and support environment
- Excellent communication skills (written, voice and in person)
- Flexibility to work in a team environment or on independent tasks
- Willing to travel for client engagements and meetings
- Experience upgrading Dynamics AX versions
- Develop and assist in data migrations from third party systems to AX2012 using AIF
- Experience with Data Import/Export Framework (DIXF) in Dynamics AX 2012
- SSRS Report writing
- Management Reporter

What HSO India is for you?

Our ambition is to help grow your career with a vibrant international company. We'd love to have you a part of the team, not just based on where you've been and what you have done, but where you can go

and what you can do in the future. Working with a great flexibility of multiple locations, good company benefits and great training opportunities.

Interested in this opportunity? Please send your resume to hsoindcareers@hso.com.