**Technology Specialist Manager (Biz Apps)**

ate posted

**Apr 30, 2024**

Job number

**1695754**

Work site

**Up to 50% work from home**

Travel

**25-50 %**

Role type

**People Manager**

Profession

**Technology Sales**

Discipline

**Technology Specialists**

Employment type

**Full-Time**

**Overview**

The Technical Specialist Manager in Business Applications is responsible for leading a team of customer-focused Technical Specialists. This role is focused on empowering digital transformation and providing clear demonstrations of how Dynamics 365 can unlock business value.

The Technical Specialist Manager has demonstrate essential leadership behavior that can deliver two joint outcomes: better business performance and stronger teams that drive growth by coaching.

The Technical Specialist Manager should exemplify a growth mindset, be a teacher, coach, and champion, and be committed to the long-term development of their team and the Dynamics 365 business.

**Qualifications**

* Proven experience or attitude in leading a team of technical specialists
* +5 years of Strong knowledge of Dynamics 365 and its capabilities
* Excellent communication and interpersonal skills
* Ability to work in a fast-paced, dynamic environment
* Strong problem-solving and analytical skills
* Demonstrated ability to drive digital transformation and business value

**Responsibilities**

* Build and lead a team of customer-focused Technical Specialists for Customer Experience, Service, Low Code and Finance & Operations
* Empower digital transformation through clear demonstrations of Dynamics 365
* Constantly raise technical and business process knowledge within the team
* Pre-align technical resources to customer cases based on account planning and priority
* Maintain flexibility to realign resources if needed to minimize orchestration and enable proactive engagements
* Exemplify a growth mindset and be a teacher, coach, and champion for the team
* Be committed to the long-term development of the team and the Dynamics 365 business
* Develop insights that lead a customer to a Microsoft Solution
* Tailor conversations based on audience, industry, and company
* Teach for differentiation in a two-way dialogue through role play
* Build constructive tension that compels a customer to act
* Leverage social selling to engage
* Engage the right business leaders at the right times, and in the right ways
* Lead with a truly customer-centric mindset
* Build trust with customer-specific business and industry acumen
* Discover and validate what matters most to the customer
* Share insights to build sustained relationships with our customers
* Utilize customer’s business outcomes to develop a DT architecture
* Tie the full value to the customer’s KPIs and business needs
* Accelerate the time for the customer to receive sustainable value through long term planning