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## L1 Microsoft Dynamics 365 Service Desk Support Lead

### Description

The L1 Microsoft Dynamics 365 Service Desk Support Lead is the single accountable owner for first-line (L1) and intermediate (L1.5) support of the Microsoft Dynamics 365 platform across the organization. The role is both hands-on and leadership-oriented — personally resolving Dynamics 365 user issues, access requests and in-app guidance questions at the front line, while leading a roster of L1 service desk technicians who do the same for internal and external customers.

### Responsibilities

- The role's primary technical focus is Microsoft Dynamics 365 — user access and licence management, security role and business-unit troubleshooting, record / view / dashboard support, Advanced Find, business process flow guidance, server-side sync and Outlook / Teams integration, Power Platform admin basics, and routing deeper issues to L2 / L3 Dynamics consultants or Microsoft Unified Support. Alongside this Dynamics focus, the Lead handles the standard service desk portfolio — applications, operating systems, hardware, printers, basic networking — as the single point of contact for all incidents and service requests. The ideal candidate combines a strong Microsoft Dynamics 365 L1 / L1.5 skill set with proven service-desk shift-leadership, SLA governance and incident / escalation discipline in an ITIL-aligned environment.

### Qualifications

- 3–5 years of directly related experience in a Help Desk / Service Desk operation, with at least 1–2 years supporting Microsoft Dynamics 365 at L1 / L1.5 level.
- Hands-on experience with Dynamics 365 user access, security roles, business units, Advanced Find, business process flows, server-side sync and Outlook / Teams / mobile integrations.
- Experience in a 24x7x365 shift operation — shift-lead or senior-agent exposure strongly preferred.
- Proven experience in an ITIL environment with hands-on use of ITIL tools such as Zoho ServiceDesk Plus, ServiceNow or equivalent.
- Infrastructure technical support experience across applications, operating systems and hardware.
- Proficiency in Microsoft tools — Windows, Microsoft 365 (Outlook, Teams, SharePoint, OneDrive), Entra ID basics.
- At least one year of professional experience in a Help Desk / Service Desk or similar professional role is an absolute minimum.”

**Hiring organization**  
cannyfore

**Employment Type**  
Contractor

**Job Location**  
Gurugram

**Experience**  
3-5 Years

**Date posted**  
October 23, 2026