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MS Dynamics 365 Service Desk Support Lead

Description

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.

Responsibilities

- 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.

Qualifications

- Degree or technical training in Information Technology, Computer Science, Computer Applications or a related field (or equivalent experience).

Hiring organization

cannyfore

Employment Type

Contractor

Job Location

Gurugram

Experience

4+ Years

Date posted

October 7, 2026