



The Institute of Corporate Directors (ICD) is presently seeking candidates for the following position:

Job Title: Dynamics 365 CRM Functional Analyst

Company Name: Institute of Corporate Directors (ICD)

Location: Downtown Toronto (Hybrid)

Employment Type: Full-time 1-Year Contract

Salary Range: \$80,000 to \$95,000

Application Deadline: May 22, 2026

ABOUT US:

Established in 1981, the Institute of Corporate Directors (ICD) is a not-for-profit, member-based organization representing Canadian directors and boards across the for-profit, not-for-profit, Crown sectors, and Credit Union sectors.

As Canada's largest director community, the ICD creates forums for dialogue, hosts networking opportunities and provides access to world-class resources for more than 18,000 members across a network of 11 Chapters. Members who successfully complete the ICD-Rotman Director Education Program (DEP) and ICD-led examination process earn the highly recognized ICD.D designation.

ICD members provide board oversight across all sectors of the economy and institutions that impact the lives of virtually every Canadian. Learn more at icd.ca.

ROLE DESCRIPTION

We're seeking a Dynamics 365 CRM Functional Analyst to play a key leadership role in the evolution of our Dynamics 365 Customer Engagement (CE) platform. This role goes beyond configuration, you'll act as a trusted advisor to the business, influencing CRM strategy, guiding best practices, and delivering scalable solutions across the organization.

What You'll Do

- Lead end-to-end functional design for Dynamics 365 CE initiatives, from discovery through delivery
- Act as a business partner to senior stakeholders, translating complex needs into effective CRM solutions
- Oversee system configuration and enhancements, including entities, security roles, business rules, dashboards, and automation
- Drive adoption of the Microsoft Power Platform (Power Automate, Power Apps, Dataverse) to improve efficiency and automation
- Establish and enforce CRM best practices for data quality, governance, usability, and security
- Lead UAT and release readiness, ensuring high-quality deployments with minimal business disruption
- Partner with technical, analytics, and project teams to support the CRM roadmap and long-term platform vision



What You Bring

- University degree in Computer Science (or related field)
- Minimum 5–6 years of hands-on experience working with Microsoft Dynamics 365 Customer Engagement
- Proven expertise in requirements leadership, process optimization, and solution architecture
- Strong understanding of enterprise data, reporting, and governance principles
- Ability to influence, challenge, and advise stakeholders
- Strong independent judgment, prioritization, and delivery ownership

Nice to Have

- Experience leading CRM workstreams, releases, or multi-phase implementations
- Exposure to Agile delivery, backlog management, or product ownership
- Experience supporting large or complex CRM environments

Additional Information:

Vacancy Status: This posting is for an existing vacancy.

Use of AI in Hiring: ICD does not use AI in any part of screening and/or recruiting of candidates.

To apply, please send a resume and a cover letter outlining your relevant experiences to humanresources@icd.ca.

The ICD is committed to cultivating an inclusive, accessible environment, where each employee feels respected, valued and supported. All qualified individuals may apply online. If you require disability-related accommodation to participate in our recruitment process, please note this in your application. We'll be happy to work with you to meet your needs.

Thank you for your interest, but only those selected for an interview will be contacted. Please note that ICD presently works on a hybrid model. As such, candidates will be asked to indicate their availability to work in the ICD downtown Toronto office.

