JD FOR TECHNICAL SUPPORT ENGINEER

The Technical Support Engineer will ensure Microsoft customers are satisfied with their support, focusing on root cause analysis, prevention, and knowledge transfer. They will manage cases, improve communication, and build relationships with technical peers for improved collaboration and satisfaction.

Responsibilities:

Applying strong verbal and written communication skills in the supported language, and solid technical knowledge of supported Microsoft products, to represent Microsoft and communicate with Microsoft customers through telephone, email and web response, carrying out the following activities as needed:

- Represent Microsoft and communicate with Microsoft customers.
- Manage relationships with multiple customers, partners and collaborate with business contacts within Microsoft.
- Use standard processes, implement existing diagnosis methods, solutions/ workarounds to effectively deal with customer and technical issues to achieve problem resolution and customer satisfaction.
- Document incidents, report customer suggestions and technical issues to Microsoft
- Respond to the voice of customers, utilize Microsoft escalations and meet response, resolution, efficiency, productivity and utilization targets required by Microsoft business unit.
- Communicate and collaborate with cross-group peers and Microsoft resources both proactively and reactively to identify and leverage the right resources to arrive at solutions to tough and hot problems.
- Produce quality documentation and share it with the appropriate team members and tech lead as appropriate.
- Compliance with the service operation processes for execution excellence.
- Adherence to the Microsoft Business Code of Conduct in all customer interactions and interactions with Microsoft, and strict adherence to data privacy guidelines – never putting customer PII at risk.

Preferred Competencies:

- Windows Operation System administration and programming. OR
- Active Directory Deployment and AD/Networking Management. OR
- Exchange Online/OnPrem, Outlook or industry similar products and technologies. OR
- SharePoint Online/OnPrem or industry-similar products and technologies. OR
- Teams or industries have identical products and technologies. OR
- Office or industry-similar products and technologies. OR
- Security, or industry-similar products and technologies. OR

- SQL Server or industry-similar products and technologies. OR
- Azure, or industry-similar products and technologies. OR
- Networking, e.g., TCP/IP, DNS, DHCP and RPC. OR
- Scripting languages, e.g., PowerShell, batch script.

Requirements:
- Have at least 1-year working experience in customer-facing roles.
- Excellent spoken English is a must.
- Passion for technical support roles.
- Customer-centric mindset.
- Quick adaptability to changes and strong self-study.
- Good understanding of computer systems, mobile devices and other tech products.
- Ability to provide step-by-step technical help, both written and verbal