A Week in the Life of a Support Engineer

people ready

Support Engineer Role Details

- **Support Engineer:** Deliver high quality service to Microsoft Enterprise customers by solving complex technical problems and helping to proactively prevent new issues.

- **Technical Expertise:** Determine problem and narrow to a specific component while managing the customer's expectations for resolution. Apply expertise to resolve more than one issue at a time. Collaborate across teams and technical product issues leveraging global resources as needed to resolve customer issues.

- **Knowledge Sharing:** Develop workshops for colleagues, aimed to help them ramp with new technology. Attend weekly team conference calls to discuss top issues, open cases and information sharing practices.

- **Passion for Technology:** Be innovative and passionate by providing solutions using the latest Microsoft technologies. Enjoy learning about new technologies, products and tools which can help you find a solution for a specific customer problem.

- **Proactive Services:** Develop workshops for customers and for colleagues.

- **Product Quality:** Identify if customer problem is caused by product defect and if so make the product team aware by filing a bug report or a design change request.

	Monday	Tuesday	Wednesday	Thursday	Friday
7:00AM					
8:00AM					
9:00AM	Check the queue and take ownership of new service requests.	Review existing cases	File a design change request for a customer.	Check the queue.	Online training.
10:00AM	Review the new cases and talk to the customers to identify the issues.		Discuss the current status of a case with a customer	Conference call with a customer and his Technical Account manager.	Deliver a workshop for my colleagues.
11:00AM					
12:00PM	Review existing cases and sent status updates by mail.	Search the MSDN and internal databases for a specific problem.	Analyse a Process Monitor log.	Set up a new virtual machine to reproduce a customer's issue.	
1:00PM					Lunch Break
2:00PM	Lunch break	Lunch Break	Lunch Break	Lunch Break	Call a customer to discuss an action plan.
3:00PM	Setup a repro environment to analyse a customer problem	Work on a VBA-sample for a customer.	Virtual Team Meeting.	Analyse an ODBC trace file.	Conf call with my US colleagues to discuss current top issues.
4:00PM			Easy assist session with a customer.	Review all my cases and update the status reports.	Reproduce a customer's problem and enter a new bug report for it.
5:00PM		Review all my cases and update the status reports.	Set up a new virtual machine and install beta software to test against a known issue..	1:1 Meeting with my manager.	
6:00PM	Upload a sample database for a customer.	Conference Call with Colleagues to discuss current top issues.	Call a customer and discuss a workaround.	Check the queue and take a new service request.	Call a customer to discuss an agreed solution.
7:00PM				Call a customer and identify the issue.	
8:00PM					

My Personal Development

Technical and Professional Development within and outside of the classroom, includes self study, mentoring, and "on the job" training.

CSS Onboarding

The myCSS Hire On-Boarding Framework, Programs and Tools are designed to welcome and acclimate you to Microsoft and your new team. They will assist you to identify and engage with the people, processes, tools and resources that will enable you to excel in your new job. Your onboarding program consists of 9 components.

Technical certification is important to Microsoft as well as our customers. Managers support and encourage continued technical accreditation.

Professional Development is necessary for successful interaction with both customers and partners as we deliver their solutions. Professional skills may include presentations, negotiation, as well as peer mentoring.

Many technical **communities** are available at Microsoft to provide assistance and help drive productivity, success and fulfillment in the role.

Technical Communities are led by Subject Matter Experts and share technical knowledge and best practices on Microsoft Technologies in a variety of different formats. They serve to educate and inspire.

Microsoft Customer Service and Support (CSS)

Microsoft Customer Service and Support is a global organization focused on helping customers and partners maximize the use of their Microsoft technology investments. Serving millions of customers in over forty languages and 60 locations, the organization supports all customer segments from Consumer, Developer, and IT Pros to Partners and the Enterprise. Through direct contact with customers and partners, CSS is a core driver of the Customer Partner Experience (CPE) at Microsoft and continuously evolves policies and processes based on feedback received from customers and partners around the globe.

One of the largest support networks in the industry, Microsoft Customer Service and Support (CSS) helps nearly 1 billion customers around the world each year. The organization is responsible for providing the product groups with customer feedback, proactively improving customer's IT infrastructure by carrying out regular risk assessment reviews and making sure customers are able to receive support in their local language wherever possible.

In Microsoft Customer Service and Support we continually seek individuals with a keen passion for technology, desire to make an impact, commitment to their work, ability to elevate the performance of their team mates and enjoyment for solving complex technical problems.

Is this you?

My Career

Mid Year Career Discussion and Annual Review:

Performance management at Microsoft is a continuous process to inspire and develop employees. My objectives are aligned with those of my manager, organization and customers. Regular 1:1 sessions support me and provide development, helping to ensure my personal satisfaction and growth.

The **Annual Performance Review** assesses my performance against my objectives from the last fiscal year and sets new ones for the coming one. The Microsoft performance philosophy means the higher the rating you achieve, the higher the reward so you can be assured that you're being recognised for the results you're achieving.

The **Mid-Year Career Discussion** is a dedicated time for managers and employees to work together on identifying career and professional development plans and also serves as a checkpoint on performance against objectives to date.

The **Career Model** is a framework for moving across functions and professions within Microsoft. It enables me to manage my career not only within my existing role but to understand what I need to do to move into others. It identifies where I am within my current career stage and reviews the results expected of the next stage. It focuses on developing competencies and gaining experiences as part of a personal development plan.

The **Talent Management Program** identifies individuals who have the potential to take on roles of significantly greater responsibility, in an accelerated timeframe; development programs stretch and develop those individuals with **ability**, **commitment** and an **aspiration** to succeed such that they grow to be **top performers** at the next level.

For more information about Microsoft Services roles visit our website

www.microsoft.com/careers

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Your potential. Our passion.™