*Microsoft*

Puzzled

Successful

Amazed

Purposeful

Immersed
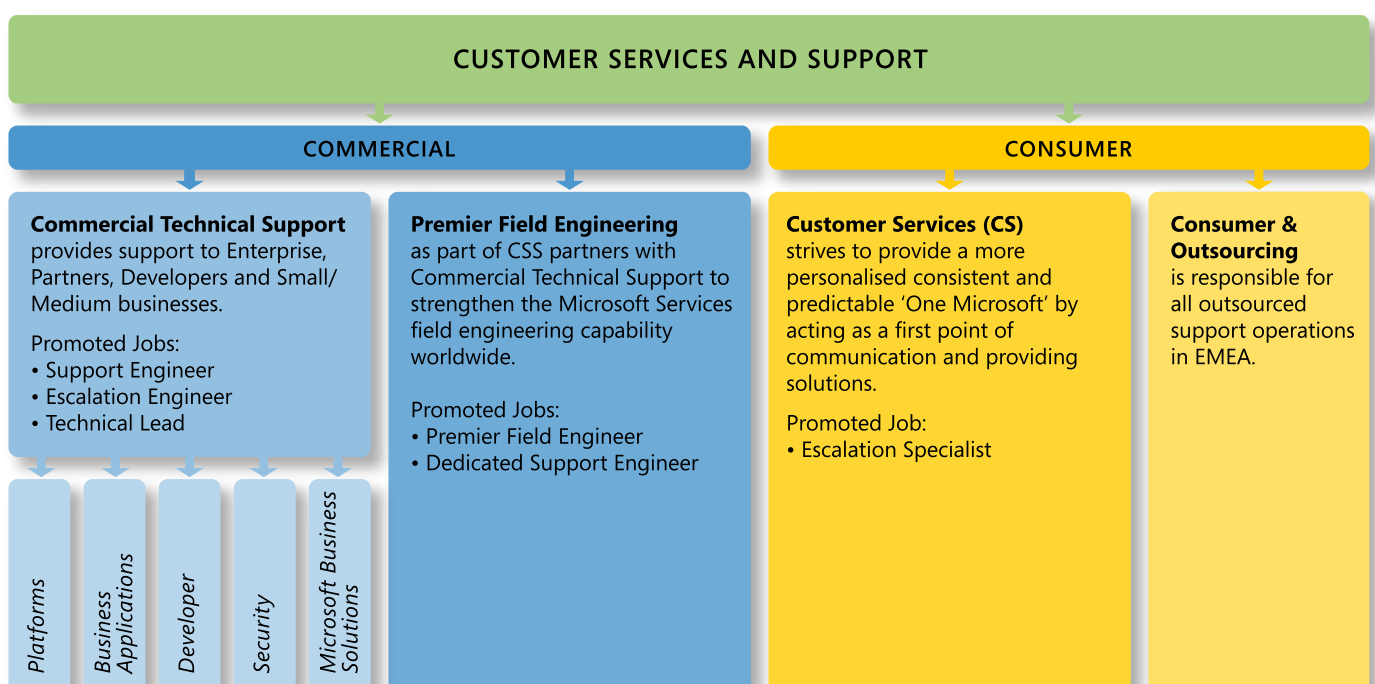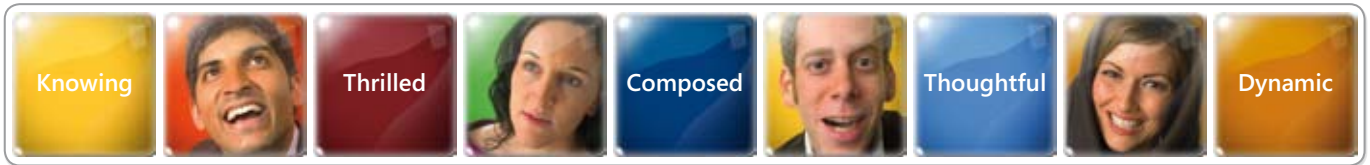
Firm

Captivated

Passionate

# Microsoft
# Customer Service and Support

Microsoft Customer Service and Support (CSS) is the technical support arm of the world's leading Software Company. Microsoft CSS Professional provides support and technical problem solutions for customers and partners acting as core driver of the Customer Partner Experience and ensuring customer satisfaction with Microsoft.

Our professionals operate in the following areas of the Customer Service and Support Business:

## CUSTOMER SERVICES AND SUPPORT

### COMMERCIAL

**Commercial Technical Support**
provides support to Enterprise, Partners, Developers and Small/ Medium businesses.

Promoted Jobs:
• Support Engineer
• Escalation Engineer
• Technical Lead

**Premier Field Engineering**
as part of CSS partners with Commercial Technical Support to strengthen the Microsoft Services field engineering capability worldwide.

Promoted Jobs:
• Premier Field Engineer
• Dedicated Support Engineer

### CONSUMER

**Customer Services (CS)**
strives to provide a more personalised consistent and predictable 'One Microsoft' by acting as a first point of communication and providing solutions.

Promoted Job:
• Escalation Specialist

**Consumer & Outsourcing**
is responsible for all outsourced support operations in EMEA.

*Platforms*

*Business Applications*

*Developer*

*Security*

*Microsoft Business Solutions*

| Knowing | | Thrilled | | Composed | | Thoughtful | | Dynamic |

## Support Engineer

Directly supports customers through telephone, email and chat services, is highly trained and skilled with specific components or applications, but may be able to take calls from multiple specialties when needed.

**Astounded** **Confident**

## Escalation Engineer

Has code-level knowledge of the product(s) they support, assists with bug fixes and Design Change Requests (DCRs) and interfaces directly with customers.

**Immersed** **Resolute**

## Technical Lead

Supports the Support Engineers when additional technical advice is needed and performs case reviews to ensure that cases are working toward closure.

**Firm** **Captivated**

## Escalation Specialist

Takes care of customer complaints and requests. Key skills are not technical but are more interpersonal skills like communication, listening and de-escalating behavior.

**Assured** **Informed**

## Dedicated Support Engineer

Passionate technical experts working for only one or two customers on the customer's site. Promotes customer health for existing systems and new solutions.

**Absorbed** **Enthused**

## Premier Field Engineer

Highly skilled engineers able to set examples of excellence by providing proactive onsite or reactive support for customers across the EMEA region with the ability to manage critical situations.

**Focused** **Driven**

## Microsoft Customer Service and Support (CSS)

Microsoft Customer Service and Support (CSS) is one of the largest support networks in the industry and helps nearly 1 billion customers around the world each year. Our professionals are serving millions of customers in over forty languages and 60 locations and are core drivers of the Customer Partner Experience (CPE) at Microsoft through direct contact with customers and partners.

Microsoft Premier Field Engineer Professionals deliver onsite, remote and dedicated support services for Premier customers around the world to promote health in their IT environments.

For more information about Microsoft Services roles and our current vacancies visit
**www.microsoft.com/emea/careers/technicaljobs/default.mspx**

**Microsoft**
*Your potential. Our passion.™*