## **Microsoft** Services

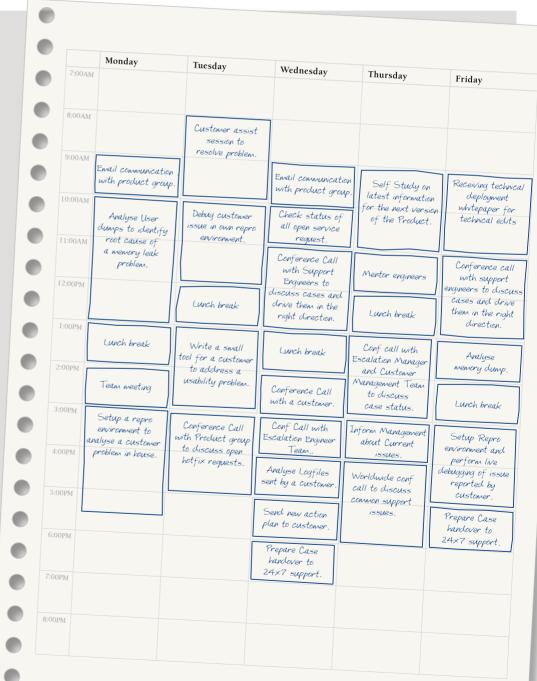


### A Week in the Life of an Escalation Engineer

people <u></u>ready



- Escalation Engineer: Provide 24x7 deep technical troubleshooting for escalated issues that involve Microsoft's most technically complex or politically sensitive support situations. Isolating problems directly that affect customer systems on site may be required.
- Technical Expertise: Use trace analysis, source code, and other sophisticated debugging tools to analyze problems and develop solutions to meet customer needs.
- Interface to the product group: Provide customer feedback to the product group, regarding common problems. Work together to provide solutions to the customer which may include hot fixes and changes to the design of the product.
- Mentor: Train support engineers and help them resolve support cases. Help make others great with coaching and leadership skills. Learn from someone different from you.
- Proactive Services: Develop workshops, deliver customized health checks, supportability reviews, and risk assessments. Provide training to colleagues and customers.





### 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.



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

# 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?

