A Week in the Life of an Escalation Engineer

people ready

Escalation Engineer Role Details

• **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.

	Monday	Tuesday	Wednesday	Thursday	Friday
7:00AM					
8:00AM		Customer assist session to resolve problem.			
9:00AM	Email communication with product group.		Email communication with product group.	Self Study on latest information for the next version of the Product.	Receiving technical deployment whitepaper for technical edits
10:00AM	Analyse User dumps to identify root cause of a memory leak problem.	Debug customer issue in own repro environment.	Check status of all open service request.		
11:00AM			Conference Call with Support Engineers to discuss cases and drive them in the right direction.	Mentor engineers	Conference call with support engineers to discuss cases and drive them in the right direction.
12:00PM		Lunch break		Lunch break	
1:00PM	Lunch break	Write a small tool for a customer to address a usability problem.	Lunch break	Conf call with Escalation Manager and Customer Management Team to discuss case status.	Analyse memory dump.
2:00PM	Team meeting		Conference Call with a customer.		Lunch break
3:00PM	Setup a repro environment to analyse a customer problem in house.	Conference Call with Product group to discuss open hotfix requests.	Conf Call with Escalation Engineer Team..	Inform Management about Current issues.	Setup Repro environment and perform live debugging of issue reported by customer.
4:00PM			Analyse Logfiles sent by a customer.	Worldwide conf call to discuss common support issues.	
5:00PM			Send new action plan to customer.		Prepare Case handover to 24x7 support.
6:00PM			Prepare Case handover to 24x7 support.		
7:00PM					
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.

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.

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?

For more information about Microsoft Services roles visit our website
www.microsoft.com/careers

Microsoft®
Your potential. Our passion.™