



A Week in the Life of a Premier Field Engineer



Premier Field Engineer Role Details

- Proactive Support:** Long term highly scoped engagements with onsite and remote customers. Key offerings: Workshops: Health Checks/Risk Assessment Programs and Chalk & Talks.
- Reactive Support:** Short term deployments to customer sites across the United States and Canada for critical situations. Provide excellent troubleshooting skills while managing the customer during an extremely critical time.
- Representing Microsoft:** Provide technical leadership for premier customers around the world to promote health in their IT environments through onsite, remote and dedicated support services.
- Technical Specialist:** Highly skilled engineers with deep technical expertise in a given technology with proven troubleshooting experience.
- Partnering:** Effective working relationships with Microsoft Product Groups, Microsoft Partners and Microsoft Sales.

	Monday	Tuesday	Wednesday	Thursday	Friday
7:00AM					
8:00AM	Travel to customer site	Travel to customer site	Travel to customer site	Work from Home Day	On Call
9:00AM	Work with the customer collecting data in preparation for a Risk Assessment of their environment.		Work on critical customer incident / system outage / troubleshooting issue working with the customer and Microsoft support staff remotely. Providing regular updates to stakeholders.	Filling out an on-site report from home.	On call until Monday morning reacting to customer critical situations on site across US and Canada.
10:00AM					
11:00AM					
12:00PM		Work with the customer to run a Risk Assessment Program of their environment.			
1:00PM	Lunch			Lunch	
2:00PM	Work with the customer collecting data in preparation for a Risk Assessment of their environment.			Telephonic 1:1 meeting with a manager	
3:00PM					
4:00PM					
5:00PM				Research into a particular technology, setup production environment, test and update blog.	
6:00PM	Travel	Travel	Travel		
7:00PM					

My Personal Development

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

Microsoft Services On-boarding program (MSSU: Microsoft Services University)

Microsoft employees from around the world who are new to the Premier Field Engineer organization attend a 3 week on-boarding program in Redmond, WA. MSSU helps provide new PFE employees with the tools, resources, knowledge, and relationships needed to succeed in their role.

Technical and Professional Development

Technical development

- Technical development is strategic to building customer confidence, trust and loyalty. This includes classroom and online training, in addition to participation in technical conferences like Tech Ready. Certifications are required for your area of technical expertise.

Professional Development:

- 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.

Offerings Accreditation:

- Enterprise services offer a variety of proactive deliveries that assist Microsoft customers in maintaining the health of their IT environment. Premier Field Engineers are required to be accredited in these workshops and services prior to delivery.
- PFE is a strong global community of exceptional people who partner with one another to discuss technical issues and to deliver world class services.

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 the United States, Microsoft responds to 600,000 fields 21 million phone calls and provides approximately 130 million customers with online technical information and real-time support.

Premier Field Engineering

Premier Field Engineering (PFE) delivers onsite, remote and dedicated support services for Premier customers around the world to promote health in their IT environments. As part of Customer Support Services, PFE partners with Commercial Technical Support and Enterprise Services to strengthen the Microsoft Services field engineering capability worldwide.

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?

Microsoft
Your potential. Our passion.™