

# A Week in the Life of a Technical Account Manager

## Technical Account Manager Role Details

- **Account Management** of a single or multiple Customers.
- **Technical Support**  
Manage the timely resolution of Customers' technical support requests using appropriate resources and escalation paths where necessary.
- **Technical Services**  
Provision of technical and systems management advisory services  
Ensure skills transfer and Customer readiness through the provision of workshops, training events etc.
- **Technical Knowledge**  
The development and maintenance of a good working knowledge of current and future Microsoft Products and Technologies.
- **Partnering**  
Formation and maintenance of effective working relationships with Microsoft Partners, the Microsoft Product Groups, Sales and other functions within Microsoft as well as external bodies as required.

	Monday	Tuesday	Wednesday	Thursday	Friday
07:00		Travel to customer site			
08:00			Escalation Update	Escalation Update	Escalation Update
09:00	Produce "Weekly Case Reporting" for Account Reviews	Account Review: Customer, Services Exec and Consultant	Exchange Technical Seminar: Meet and greet my customers	Travel	Team Meeting
10:00				Customer Account Review	
11:00					
12:00					
13:00	Escalation: Customer Status Review				Plan next week's activities
14:00		Debrief and Agree Next Steps	Produce pro-active patching strategy	Customer Account Review	Online Training: "Windows Vista: Foundation and Functionality"
15:00	Industry Sector Meeting: Finance				
16:00		Return to Office	Customer Visit prep	Return to Office	
17:00	Prep for Customer Meeting tomorrow	Escalation Update	Meeting with my Mentor	Arrange Customer meetings with BizTalk Tech Specialist	
18:00	Product Group Conference Call: Discuss escalation	Update Service Delivery Plan	Update Personal Development Plan		
19:00		Gym			
20:00					

## My Personal Development

### Role Guide:

Training Road Maps within the Role Guide identify the learning solutions and information needed to quickly achieve success in my new role. It generates Learning Plans which run in parallel with the:

#### Microsoft Services Onboarding program (MSSU)

The Training and Development program for semi or fully technically proficient new hires addressing the company, culture, job roles and Microsoft Technologies. It includes local training activities, technical training in Redmond, job shadowing and on-going mentoring.

#### Services Readiness Program

The ongoing Education and Technical Development Program for Microsoft Technologies and Solutions. It comprises large scale events, classroom based training and online and virtual e-learning modules.

**Technical certification** is of key importance to Microsoft and I can be assured of their full support in achieving my technical accreditation.

**Professional Skills Training** isn't neglected either. Good Professional Skills are necessary for successful interaction with both customers and partners as we deliver their solutions.

Two different types of **Communities** are in also in place at Microsoft to provide further assistance and help drive my productivity, success and fulfilment in my new 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.

**Role Communities** provide support from other like-minded professionals with the delivery aspects of my role.

## My Career

### Twice yearly reviews:

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 Services

Microsoft Services is the consulting, technical support, and customer service arm of the world's leading Software Company. The organization helps customers and partners discover and implement high value Microsoft solutions that generate rapid, meaningful, and measurable results. With its global partner network and support infrastructure, Microsoft Services enables the successful adoption, deployment, and use of Microsoft solutions and technologies for all customers, from the individual to the enterprise. Microsoft Services is designed to provide the right scope of services at the right time, including localized support solutions for businesses and consumers around the world.

### Microsoft Services Professionals

As a Microsoft Services Professional I provide our customers with a direct connection to the knowledge and expertise of the world's leading technology company.

I work closely with Microsoft product teams, providing unique access to the best experts in Microsoft technology and work in partnership with companies ranging from established market leaders to emerging market innovators. I utilise and develop my industry-specific knowledge as I deploy and support innovative, leading edge solutions into those customer organisations alongside some of our 775,000 Microsoft Services Partners worldwide.

For more information about Microsoft Services roles and our current vacancies visit

[www.microsoft.com/emea/careers/searchconsultingjobs.mspx](http://www.microsoft.com/emea/careers/searchconsultingjobs.mspx)

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