**Microsoft**

| Puzzled | | Successful | |
|---|---|---|---|
| Amazed | Purposeful | | Immersed |
| Firm | | Captivated | |

Passionate

# A Week in the Life of a Premier Field Engineer

## Premier Field Engineer Role Details

- **Proactive Support:** Proactive support involves highly scoped engagements with customers on site and at Microsoft offices. They fall into a number of key offerings:- Workshops: Health Checks/Risk Assessment Programs, Supportability Reviews and Chalk & Talks.

- **Reactive Support:** PFEs are deployed to customer sites across the EMEA region when there is a critical situation.

  They have excellent troubleshooting skills and the ability to manage the customer during an extremely critical time.
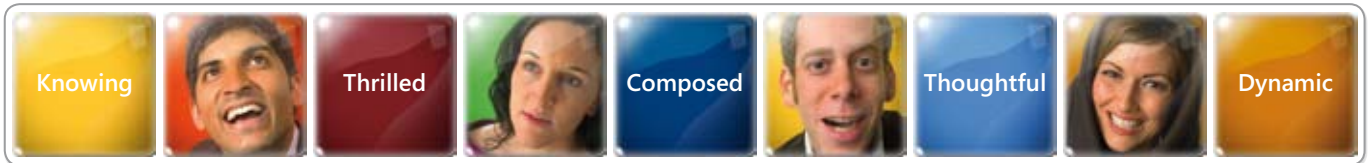
  The engineer will work closely with Microsoft Support Engineers back at Microsoft to ensure the customer's environment is brought back to a stable state in a timely fashion.

- **Representing Microsoft:** To be able to set an example of excellence, enhancing the company's image and reputation through credibility, preparation, and commitment.

- **Technical Specialist:** Delivered by highly skilled engineers with deep technical expertise in a given technology with proven troubleshooting experience.

- **Partnering:** Development and mainte- nance of effective working relationships with Microsoft Partners, the Microsoft Product Groups, Sales and other functions within Microsoft as well as external bodies.

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|---|---|---|---|
| 07:00 | | | | | |
| 08:00 | Travel to customer site | Travel to customer site | Travel to customer site | Office Day | On Call |
| 09:00 | 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. | Fill out customer on site report. | On call until Monday morning reacting to customer critical situation(s) on site across EMEA. |
| 10:00 | | | | | |
| 11:00 | | | | | |
| 12:00 | | Work with the customer to run a Risk Assessment Program of their environment. | | | |
| 13:00 | Lunch | | | Lunch | |
| 14:00 | Work with the customer collecting data in preparation for a Risk Assessment of their environment. | | | 1:1 with Manager | |
| 15:00 | | | | | |
| 16:00 | | | | Research into a particular technology, setup production environment, test and update blog. | |
| 17:00 | | | | | |
| 18:00 | Travel | Travel | Travel | | |
| 19:00 | | | | | |
| 20:00 | | | | | |

## My Personal Development

### What is it?

The first thing to understand is that Development be it Technical or Professional does not always occur in a classroom, it is actually divided between Classroom, Self Study, Academy, Distance Learning, Offline learning, mentoring and "on the job" training.

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

All new to Microsoft employees joining Premier Field Engineering attend a 3 week on-boarding program held in Redmond Seattle, where attendees learn about the culture of Microsoft and PFE, tools, processes and some technical training, plus the great benefit of meeting other new PFE colleagues from around the world.

### Technical and Professional Development

**Technical development:**
• is key to Microsoft satisfying it's customers, and to this end, a program of classroom and distance/online development is scheduled to ensure that new products, plus our existing applications to ensure that the field understand the new and existing products. Certification within product is not currently seen as essential and is up to personal choice.

**Professional Development:**
• This works hand in hand with technical, if we cannot present the technical content in a customer friendly and technically aware manner, where the customer gains maximum knowledge in a clear and concise manner, then satisfaction will drive down and willingness to adopt new product will falter. Professional skills ranges from Presentation Skills through negotiation to delivering difficult messages, in recent months we have now started onsite coaching sessions, where external coaches attend site with engineers to monitor them first hand.

### Offerings Accreditation:

• PFE are the delivery arm within services for a number of offerings for which engineers require to gain accreditation before they are authorized to deliver to the customer.

The Quarterly Release Program, FastStart and RoleGuide are three tools by which we monitor the completion of required by the business training, this can include some high level technical awareness, through to Privacy and Security training.

All areas of PFE enjoy the community spirit, with local alias's that then role up into PFE Global alias's, there to enable engineers to discuss issues and to find answers to their specific technology area questions.

## 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 recognized 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 Customer Service and Support roles visit our website
**www.microsoft.com/emea/careers/technicaljobs/default.mspx**

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## 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 Europe, the Middle East and Africa (EMEA), Microsoft responds to 600,000 unique requests for technical support, 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 teammates and enjoyment for solving complex technical problems.

Is this you?

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