

Escalation Engineer

Build a bright future

Inspire and be the difference.

What do you think of when you hear Microsoft? We think of passion, we think of inspiration, we think of collaboration, we think of innovation, and it's our employees who make this happen. At Microsoft we're changing the way the world works and plays while making a difference in the lives of millions by bringing best and the brightest minds together.

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

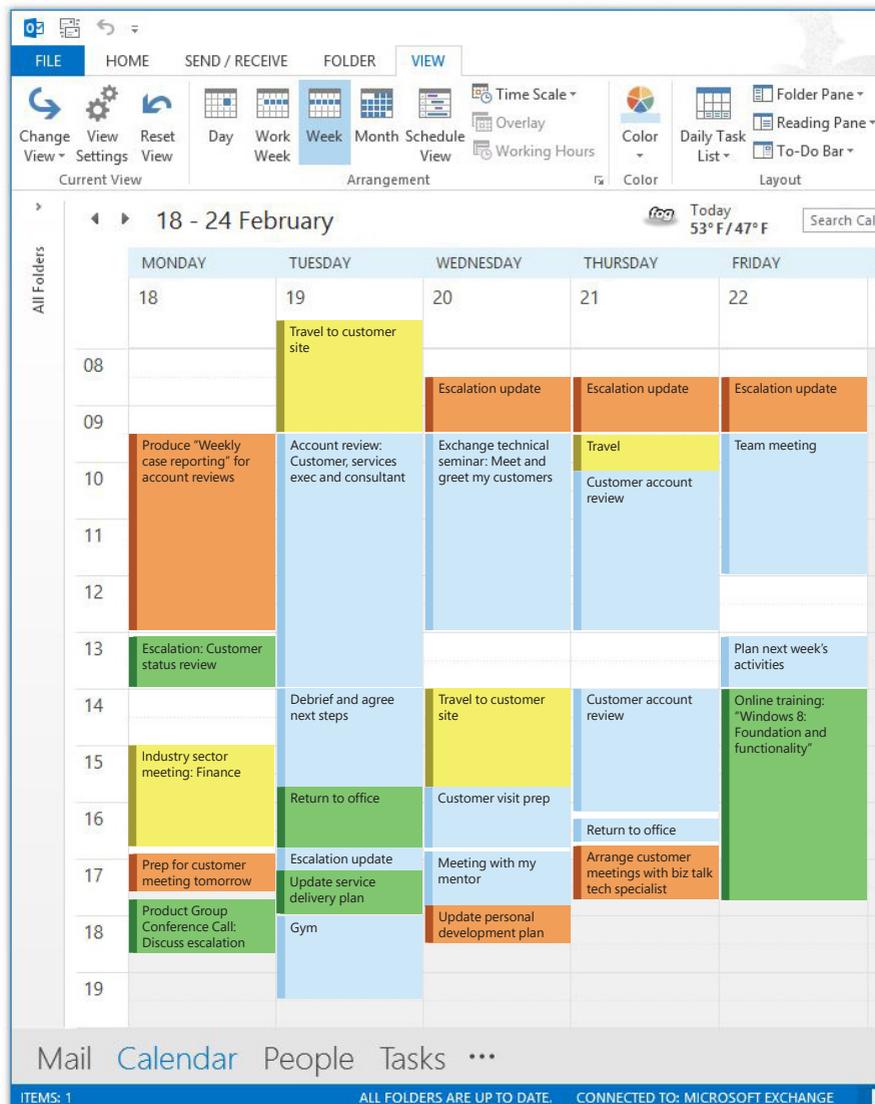
Provide customer feedback to the product group, regarding common problems. Work together to provide solutions to the customer which may include hot fixes and changes to the design of the product.

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.



My career

Mid Year 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, organisation, and customers. Regular one-on-one 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 **midyear 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 time frame; 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.

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.

CSS Onboarding The myCSS Hire On-Boarding Framework, Programs and Tools are designed to welcome and acclimatise 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 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 also in place at Microsoft to provide further assistance, and to help drive my productivity, success, and fulfillment 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.



Transform your career with Microsoft Services

Microsoft Customer Service and Support is a global organization focused on helping customers and partners maximise the use of their Microsoft technology investments. Serving millions of customers in over forty languages and 60 locations, the organisation 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 customer and partners around the globe.

One of the largest support networks in the industry, Microsoft Customer Service and Support helps nearly 1 billion customers around the world each year. The organization is responsible for providing the product groups with 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 and enjoyment for solving complex technical problems.

To join the team, visit our Website:

www.microsoft.com/emea/careers/searchconsultingjobs.msp