

Technical  
Account  
Manager

# Inspiration begins here



If you have an entrepreneurial drive and are motivated by exceeding your internal and external customers' expectations, and are good at influencing and building relationships, we want to hear from you!

With your extensive industry and technical knowledge you will be able to anticipate business needs for our key clients and provide exceptional delivery in a career with an industry and thought leader that is embracing the Software and Devices era.

## Technical Account Management at Microsoft

This role is all about service delivery management. As the conduit between your customers and our global resources, you'll manage relationships with clients, their relationship with our technology and a range of activities related to improving the operational health of their IT.

The value the Technical Account Manager brings to Microsoft is increased customer satisfaction, reduced support costs, and the awareness needed around product improvements.

## Key Responsibilities

As a trusted adviser, you'll ensure customers are making the most of their technology by creating a tailored service delivery plan to drive business value from the customer's IT investments, and improve operational stability and performance. Manage the delivery and follow-up of proactive services outlined in the service delivery plan. Effectively communicate the realized value of delivered services through Service Reviews with the customer. Develop and expand strategic customer relationships to grow Premier Service coverage and ultimately the delivery and realization of its value.



### It's your chance to

- Become immersed in a global organization that offers plenty of opportunities to grow
- Enjoy access to refreshingly innovative technology
- Have the entire Microsoft network at your fingertips
- Get out of the office and alongside your clients, whilst building strong connections with internal teams too
- Collaborate with colleagues & peers across a worldwide organization
- Benefit from the mobile technology you need to work flexibly

### Business Division Specific

In Microsoft Services, we help businesses around the world to accelerate the power of Microsoft products and technologies. Working with 60,000 partners worldwide on some of the largest and most complex technological challenges around, we provide technical consulting and support services to 54 million customers. Across Enterprise Services and Customer Support Services, we have a global team of 10,000 professionals in 88 countries, and we draw on the full resources of the Microsoft organisation worldwide.

### Benefits of working at Microsoft

Microsoft values different life experiences and viewpoints. We seek out people from diverse backgrounds and encourage them to take risks and approach challenges unconventionally. We will invest in your health and financial future, and encourage you to pursue your interests and passions away from the office. Our products and technologies help you balance life away from the office and enable you to manage your schedule efficiently.

### Your Career

We take your career seriously at Microsoft and will ensure that we provide regular reviews throughout the year to provide you with continuous feedback and support to inspire and develop you and to ensure your personal satisfaction and growth. The Microsoft performance philosophy recognizes higher performance with bigger rewards through a formal annual performance review where we will review your performance against some predefined commitments.

### Skills and qualifications

- IT industry background, ideally within service delivery
- Experience in client facing role
- Strong service delivery, time, project and priority management skills
- Degree or equivalent in Computer Science, Engineering or equivalent
- Able to plan for and rise to a range of project and customer challenges
- Experienced in IT operations and technical infrastructure



## *Transform your career with Microsoft Services*

Microsoft Services is the consulting, technical support, and customer service arm of the world's leading software company. The organisation 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 localised 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.

To join the team, visit our Website:  
[www.microsoft-careers.com](http://www.microsoft-careers.com)