



Partner Technical Advisor

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Job number 643572
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Date posted Jun 19, 2019

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The Partner Technical Advisor (PTA) in Customer Service & Support will work in a team environment with suppliers to develop and implement best practices that emphasize Support excellence and provide for continuous improvements in meeting all customer requirements. The PTA needs to collect root cause analysis and provide corrective feedback to prevent support blockages.

The role is also responsible for ensuring that case management meets quality standards required to decrease time to resolution and maximize customer satisfaction whilst ensuring that procedures and processes are adhered to. The Partner Technical Advisor will also ensure full integration of supplier and internal teams to enable efficient collaboration and flawless customer support experience.

This role is required to lead and guide critical escalations, by engaging with stakeholders in EG, Pod leads, TA's, GetHelp team. In addition to that, the PTA, will work closely with Service Delivery Managers and Supplier Management on Business/People Updates, Readiness Needs, and quality improvements, etc.

The Partner Technical Advisor needs to evangelize Customer Obsession and the Microsoft culture by ensuring high standards in the way that team works, acts and reacts.

Qualifications

Basic Qualifications:

- English Language: fluent in reading, writing and speaking. If English is not native language, proficiency test results is a plus, (e.g. TOEFL, TOEIC, Cambridge English Exams)
- 5 or more years industry experience working with external customers.
- Degree in Management Information Systems, Computer Science, Computer Information Systems, Computer Engineering, related technical degrees or applicable industry experience
- Strong customer service skills, accurate and logical problem solving, and communication skills, plus the ability to excel in a team environment is essential.
- Excellent Communication Skills - verbal, listening, and written (including technical writing).
- Passion for technology, lifelong learning and professional development.
- Training and coaching abilities

Preferred Qualifications:

- Experience working with customers in the Cloud, e.g. Microsoft Cloud products such as Azure, Office 365, Microsoft Dynamics 365 or other cloud solutions (SalesForce, AWS, etc.)
- Experience working with Enterprise customers
- Industry experience with Microsoft stack (or comparable) technologies.
- Working knowledge of Microsoft (or other) SQL Databases (T-SQL, Indexes, Stored Procedures, etc.) and Active Directory
- A fundamental understanding of IIS/Apache, troubleshooting website issues/HTTP responses
- Ability to troubleshoot networking issues, database or scripting issues using tools like Message Analyzer, SQL Profiler and browser debuggers, etc.
- Ability to read and analyze network traces, Fiddler, SQL traces, etc.
- Current Microsoft IT Certification (Ex. MCSE, MCSA, MCSD, MCTS)
- Experience in creating technical documentation and sharing knowledge with others through training delivery and mentoring
- Experience in leading teams towards achieving predefined goals