

<https://govhelp.in/job/microsoft-career-for-customer-support-post/>

## Microsoft Career for Customer Support Post

### Job Location

United State

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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### Base Salary

USD. 58 - USD. 70

### Qualifications

Bachelor's degree in any field

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### Employment Type

Full-time, Part-time

### Description

## Customer Support Professional – Microsoft Career

### Job Summary

The Customer Support Professional is responsible for providing exceptional technical support to Microsoft customers, resolving complex technical issues, and delivering outstanding customer experiences.

### Key Responsibilities

#### Technical Support

### Hiring organization

Microsoft

### Date posted

July 31, 2024

### Valid through

31.12.2024

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- Respond to customer inquiries via phone, email, or chat, and troubleshoot technical issues related to Microsoft products and services.
- Analyze and resolve complex technical problems, using advanced troubleshooting techniques and tools.
- Collaborate with internal teams, such as engineering and product development, to resolve customer issues and improve product quality.

## Customer Experience

- Deliver exceptional customer service, ensuring prompt and courteous resolution of customer issues.
- Communicate technical information to non-technical customers, using clear and concise language.
- Proactively identify and address customer needs, providing personalized solutions and recommendations.

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## Knowledge Management

- Stay up-to-date with Microsoft products and services, including new releases and updates.
- Document and share knowledge with internal teams, contributing to the development of knowledge base articles and troubleshooting guides.
- Participate in training and development programs, expanding technical skills and knowledge.

## Collaboration and Communication

- Collaborate with internal teams, such as sales and marketing, to ensure alignment and effective communication.
- Communicate technical information to internal stakeholders, using clear and concise language.
- Participate in team meetings and discussions, sharing knowledge and best practices.

## Requirements

### Education

- Bachelor's degree in Computer Science, Information Technology, or a related field.

## Experience

- 2+ years of technical support experience, preferably in a Microsoft environment.
- Experience with Microsoft products and services, including Windows, Office, and Azure.

## Skills

- Strong technical troubleshooting and problem-solving skills.
- Excellent communication and customer service skills.
- Ability to work in a fast-paced environment, prioritizing multiple tasks and deadlines.
- Strong analytical and critical thinking skills.

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