Advanced Cloud Engineer (Dynamics 365 CE Product)

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Company: Microsoft

Location: Romania

Category: other-general

Overview

Would you like to join one of the fastest-growing teams within Microsoft Dynamics 365 Engineering? Are you constantly customer-obsessed, and focused on enhancing customer experience? Are you passionate about Dynamics 365 Customer Engagement (CE), Business Applications, and Power Platform plus love the challenge of solving the most complex technical problems?

As an **Advanced Cloud Engineer (ACE) for Dynamics 365 CE**, you will be in an environment that fosters your continuous learning of new skills and technologies. You will also have an opportunity to work alongside the engineering teams responsible for the design, development, and release of Dynamics 365 Customer Engagement and shape the future product direction.

Microsoft Dynamics 365 and Microsoft Power Platform are at the heart of our customers digital transformation journey. Our products meet today's challenges by bringing customers and business together with the next generation of CRM applications. Recognized as a platform leader across Sales, Marketing, Service, and Automation, an increasing number of enterprises rely on Microsoft Dynamics to operate their businesses. By joining our team, you will be able to fundamentally change how world-class support is delivered to our top #Dynamics365 customers and contributing on shaping a global support and operations team to do it.

Microsoft's mission is to empower every person and every organization on the planet to achieve more. As employees we come together with a growth mindset, innovate to empower

others, and collaborate to realize our shared goals. Each day we build on our values of respect, integrity, and accountability to create a culture of inclusion where everyone can thrive at work and beyond.

Qualifications

Required Qualifications

Bachelor's Degree in Engineering, Computer Science, or related field proven experience in software industry experience related to technologyOR equivalent experience.

Demonstrated hands-on experience of implementation, troubleshooting, and supporting one or more of the Dynamics 365 CE modules (Sales/Customer Service/Field Service / Marketing, Power Platform).

Proven experience supporting and engaging with large and 24x7 enterprise level customers at various leadership tiers; championing their needs and going beyond their expectations towards resolution.

Preferred Qualifications

An understanding of cloud computing technologies is highly desired - Azure Core Platform; Data Platform: SQL, Azure DB; Application development experience; Power BI, PowerApps.

Technical proficiency in adjacent technologies including one or more of the following: Office 365, Power BI, PowerApps, Microsoft Azure, Azure Logic Apps, Flow, SQL, SSRS, AAD, etc. (certifications a plus).

Responsibilities

Manage long-term support and customer experience for Dynamics 365 customers; resolving complex issues in a global team for Customer Engagement (CE) product.

Use your technical expertise and understanding of customer needs to quickly identify, diagnose and develop innovative ways to solve complex business challenges.

Work with engineering teams to deliver solutions and new capabilities for critical customer deployments, while improving products and services based on customer feedback.

Use an engineering mindset to eliminate top issues impacting customer experience.

Contribute to forums, develop self-help documentation, and quick "How To" videos.

Participate in recruiting and training a global support team.

Coach new hires and act as a technical escalation point within the team.

Develop and present training, and update readiness content as technology evolves.

Work with leadership on process improvement and strategic initiatives.

Benefits/perks listed below may vary depending on the nature of your employment with Microsoft and the country where you work.Industry leading healthcareEducational resourcesDiscounts on products and servicesSavings and investmentsMaternity and paternity leaveGenerous time awayGiving programsOpportunities to network and connect

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