**MACH Job description- Customer Facing Technology (CFT)**

**Role opportunities within CFT: Consultant, Premier Field Engineer, Project Manager and Technical Account Manager**

The Microsoft Academy for College Hires (MACH) is as an accelerated career development program designed to recruit and hire top-performing universities graduates across a broad range of roles. This program aims to cultivate your talent through training, mentoring and community support.

The MACH learning scheme is an 18-24 months comprehensive onboarding and development program that runs alongside your full-time job. As well as world-class training and coaching from some of the brightest minds, you can look forward to being part of a global community of over 1800 MACH peers in 60 countries.

It’s challenging. It’s rewarding. It’s everything you would expect of a World -Class program at one of the world’s most advanced technology companies.

[Apply Now.](http://bit.ly/2bvSnk2)

**MACH Customer Facing Technical Roles**

Taking on a customer facing technical role, you’ll get to grips with the world’s most advanced technologies, see new products come to market and introduce cutting-edge technology solutions to our customers. We have some of the world’s biggest companies as clients. If you like the idea of developing technical solutions to help them overcome their business problems, this is the role for you.

**Consultant**

Consultants are strategists who work closely with information technology decision makers as well as business decision owners who come to Microsoft for specific and unique end-to-end solutions. Our consultants evaluate, design, and implement enterprise infrastructures and IT business solutions, often working on-site to help customers deploy their solutions. They continuously demonstrate their passion for the customer through professionalism and striving for excellence in all aspects of the customer experience. When asked, consultants help translate business requirements into technology requirements for inclusion in contracts and/or statements of work (SOW).

**Premier Field Engineer**

As a Premier File Engineer (PFE), you will be responsible for delivering dedicated technical solution support to strategic Microsoft customers ensuring the health of their IT infrastructure. PFEs have strong customer service, problem solving, and communication skills, and the ability to work in a team environment. PFEs partner with the customer’s Technical Account Manager and the local account team to effectively plan for delivery and document action plans and daily status updates for the customer and Microsoft management

**Technical Account Manager (TAM)**

A Technical Account Manager (TAM) is a trusted business advisor to Microsoft’s Premier Support customers. You will provide value on the operation and optimization of their IT infrastructure through quality Microsoft’s Service Delivery Management. If something unexpected occurs after a Premier customer has deployed a Microsoft product, you will work with Customer Service and Support (CSS) to manage the incident to resolution following up to ensure operational improvement for the customer or a product improvement is underway at Microsoft. By maintaining a long-term relationship with customers, you will gain a thorough understanding of their organization’s IT goals, pain points, and Microsoft’s impact on their overall business.

## **Minimum Qualifications:**

* On-track to complete or within 12-months of graduation of Bachelor or Master’s degree in business, technical or engineering majors.
* Have less than 2 years combined (full-time) work experience, including internships
* English language & local language fluency
* Passion for the technology and innovation
* Seeks opportunities to learn new methods, procedures or techniques
* Evaluates & builds solutions based on customer perspective
* Good understanding of the relationship between technology and business
* Excellent communication, negotiation and presentation skills
* Takes responsibility and holds others accountable for actions, decisions, and goals
* Persistent, even in the midst of setbacks
* Works with confidence, energy & drive
* Accepts feedback
* Thriving in a fast paced, ambiguous environment
* Ability to influence, inspire and lead from any role

At Microsoft, you can discover potential you didn’t know you had, push your limits, turn your ideas into reality and make a real impact on the industry and the world.

By applying for this area of the business you will be considered for any of the above opportunities and more!

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