

*Microsoft – Office Support Engineer

In this role you will have a chance to solve technically complex problems working with the largest enterprise customers. Troubleshooting at this level is not scripted. As a Support Engineer, you will be designing and driving the discovery of potentially unique solutions for each of your customer's situations as part of a team. We'll provide you with abundant resources, including a rich content library, advanced diagnostic tools, the business product group, and the experience of tenured engineers around you. You will also have the opportunity to collaborate and help your colleagues by sharing the results of your investigation. In this professional role, your contribution and overall impact is self-directed and the opportunities are plentiful.

Locations: These positions can be filled at any of the following 2 sites based on where the best qualified candidates are located - Las Colinas, TX or Fargo, ND.

This position may require you to work a rotational on-call schedule potentially every several months. You may have the opportunity for some occasional domestic and or international travel.

Opportunities to travel both within the US and internationally to other Microsoft locations for training, meetings or to customer sites to assist with problem resolution may be available.

Basic Qualifications

- Previous experience working in technical support or in an administrative, consulting or development capacity on an enterprise client or server product, such as Exchange, SQL, IIS, SharePoint, Microsoft Office or similar Microsoft or other Windows based products.
- Strong customer service, accurate and logical problem solving and communication skills, plus the ability to work in a team environment
- Passion for technology and learning

Preferred Qualifications

Strong knowledge of one of the following technology areas:

- Microsoft® Windows Products including 2000/2003 Server and Windows Server 2008, Windows 2008 r2, Windows 7
- Three or more year's industry experience with Microsoft Office products including Microsoft Outlook, Excel, Word.
- Experience with other Microsoft technologies such as Exchange, SQL, IIS, SharePoint
- MCSE - Windows 2000/2003, or MCITP (preferred but not required)
- Degree in C.S. or C.I.S or equivalent (preferred)

JOB CODES: 747219, 746323, 745306, 745305

*Enterprise Communications Support / Exchange Escalation Engineer

In this role you will have a chance to use source code and debugging to solve technically complex problems and working with the largest enterprise customers. As an Escalation Engineer, you are a technical leader and will have many opportunities to assist in the growth of other Engineers through one-on-one mentoring, one-to-many education scenarios and case collaboration. You will be designing and driving the discovery of potentially unique solutions for each customer situation as part of a team. We'll provide you with abundant resources, including the product source code, a rich content library and advanced diagnostic tools. As a member of this organization, you will benefit from access to the most comprehensive collection of experts as well as the opportunity to work directly with the Program Managers and Developers who design and build the product. You will also have the opportunity to collaborate and help your colleagues by sharing the results of your investigation. An Escalation Engineer is also a key technical interface to the Product Group for the resolution of high impact or pervasive issues effecting Microsoft's corporate customers. In this professional role, your contribution and overall impact is self-directed and the opportunities are plentiful.

Microsoft Exchange Server is the most flexible and reliable messaging system available on the market. It is the most widely used messaging system by small, medium, and Enterprise level businesses around the world and has been seen as the leading messaging system available for over a decade. This position is for an opportunity to become a member of the Enterprise Communications Support team that gets to work with, support, and influence this world class messaging system. The Escalation Engineer is the top level of support before reaching developers and as such, must be able to meet the highest demands from our customers.

Basic Qualifications

- The ideal candidate will have a 4 year degree in C.S. or E.E. and a minimum of 5 years product support or the equivalent in work experience.
- Strong customer service, accurate and logical problem solving, and communication skills, plus the ability to work in a team environment.
- Experience in creating technical documentation and sharing knowledge with others through training delivery and/or mentoring. Experience with post-mortem debugging using WinDbg or similar debugger tool.
- Able to read and analyze C++ and C#.

- Ability to capture, read and analyze network traces.
- Working knowledge of Windows Architecture and Internals (e.g. Processes, Threads, Memory Management, Networking, Kernel Architecture).
- Previous experience working in an administrative, consulting or development capacity on an enterprise server product, such as Exchange, SQL, IIS, or SharePoint or similar Microsoft or other Windows based products.

Preferred Qualifications

- Advanced proficiency in Exchange Server (2003, 2007, and/or 2010) in addition to other networking products and networking operating systems (Windows 2003, 2008, etc).
- MCSE Messaging and/or MCITP Enterprise Messaging Administrator (or within 1 year of employment).
- Knowledge of Lotus Notes/Domino administration a plus but not required. **JOB CODES: 743214, 743215, 743216**

***Enterprise Communications Support / Exchange Support Escalation Engineer**

You will have a chance to solve technically complex problems and working with the largest enterprise customers. As a Support Escalation Engineer, you are a technical leader and will have many opportunities to assist in the growth of other Engineers through one-on-one mentoring, one-to-many education scenarios and case collaboration. You will be designing and driving the discovery of potentially unique solutions for each customer situation as part of a team. We'll provide you with abundant resources, including a rich content library, advanced diagnostic tools, the business product group, and the experience of tenured engineers around you. You will also have the opportunity to collaborate and help your colleagues by sharing the results of your investigation. In this professional role, your contribution and overall impact is self-directed and the opportunities are plentiful.

Microsoft Exchange Server is the most flexible and reliable messaging system available on the market. It is the most widely used messaging system by small, medium, and Enterprise level businesses around the world and has been seen as the leading messaging system available for over a decade. This position is for an opportunity to become a member of the Enterprise Communications Support team that gets to work with, support, and influence this world class messaging system.

Basic Qualifications

- Minimum of 5 years experience deploying and administrating Exchange Server (2003, 2007, and/or 2010).
- Advanced proficiency in Exchange Server (2003, 2007, and/or 2010) in addition to other networking products and networking operating systems (Windows 2003, 2008, etc).
- Strong customer service, accurate and logical problem solving, and communication skills, plus the ability to work in a team environment.
- Experience in creating technical documentation and sharing knowledge with others through training delivery and/or mentoring.

Preferred Qualifications

- The ideal candidate will have a 4 year degree in C.S. or E.E. and a minimum of 5 years product support or the equivalent in work experience.
- MCSE Messaging and/or MCITP Enterprise Messaging Administrator (or within 1 year of employment).
- Programming and debugging skills are useful but not required, preferably in C, as well as the ability to read and analyze network traces.
- Knowledge of Lotus Notes/Domino administration a plus but not required. **JOB CODES: 745109, 745107**

***Enterprise Communications Support / Exchange Support Engineer**

You will have a chance to solve technically complex problems and working with the largest enterprise customers. Troubleshooting at this level is not scripted. As a Support Engineer, you will be designing and driving the discovery of potentially unique solutions for each of your customer's situations as part of a team. We'll provide you with abundant resources, including a rich content library, advanced diagnostic tools, the business product group, and the experience of tenured engineers around you. You will also have the opportunity to collaborate and help your colleagues by sharing the results of your investigation. In this professional role, your contribution and overall impact is self-directed and the opportunities are plentiful.

Microsoft Exchange Server is the most flexible and reliable messaging system available on the market. It is the most widely used messaging system by small, medium, and Enterprise level businesses around the world and has been seen as the leading messaging system available for over a decade. This position is for an opportunity to become a member of the Enterprise Communications Support team that gets to work with, support, and influence this world class messaging system.

Basic Qualifications:

- Minimum of 3 years' experience deploying and administrating Exchange Server (2003, 2007, and/or 2010).
- Strong knowledge in Exchange Server (2003, 2007, and/or 2010) in addition to other networking products and networking operating systems (Windows 2003, 2008, etc).
- Good customer service, accurate and logical problem solving, and communication skills, plus the ability to work in a team environment.

Preferred Qualifications:

- The ideal candidate will have a 4 year degree in C.S. or E.E. and a minimum of 3 years product support or the equivalent in work experience.
- MCSE Messaging and/or MCITP Enterprise Messaging Administrator (or within 1 year of employment).
- Programming and debugging skills are useful but not required, preferably in C, as well as the ability to read and analyze network traces.
- U.S. Citizenship a plus but not required

JOB CODES: 745111

***Microsoft SharePoint Administration / Escalation Engineer**

Are you ready to join a team of the world's best troubleshooters to facilitate the success of Microsoft customers? You will have the opportunity to solve technically complex problems, impacting large global deployments for our customers around the world. You will work closely with our customer's top talent, both technical and managerial, to ensure that they are able to deploy and fully utilize our products in a way that maximizes their return on investment.

SharePoint is built on an impressive stack of some of the most popular and cutting edge technologies Microsoft has to offer. This position will give you an opportunity to leverage your existing knowledge of the Windows platform and technologies like C++, C#, JavaScript and COM. You will also gain new skills in technologies such as IIS, SQL Server, ForeFront Identity Manager, WCF, ASP.Net and many others.

As an Escalation Engineer, you are seen as a technical leader and will have many opportunities to assist in the growth of our Support Escalation Engineers through one-on-one mentoring, one-to-many education and case collaboration. You will also have the opportunity to leverage and build your business knowledge by partnering with our management team to solve complex business problems within the team and throughout the organization.

The SharePoint Escalation Engineer team is a highly collaborative group of engineers, who are extremely focused on maintaining and promoting an environment of teamwork and growth, as well as providing the best quality of support for our customers. As a member of this team, you will benefit from access to the most comprehensive collection of experts on SharePoint as well as the opportunity to work directly with the Program Managers and Developers who designed and built the product.

While this position is primarily in support of SharePoint and SharePoint related technologies, prior experience in SharePoint is not required, but is considered a plus.

You will work directly with the Development and Sustaining teams to obtain product design information.

Interact daily with other engineers to provide technical action plans or take ownership of cases that require escalation.

Create technical content including Knowledge Base articles, whitepapers, training documents and blog postings.

Respond to select newsgroups and contribute to proactive knowledge transfer.

Assist with selection of new team members through internal and external hiring processes.

Basic Qualifications

- Must be able to read and analyze C++ and C#.
- Must have the ability to capture, read and analyze network traces.
- Must have thorough knowledge of Windows Architecture and Internals (e.g. Processes, Threads, Memory Management, Networking, Kernel Architecture)
- Must have previous experience working in an administrative capacity on an enterprise server product, such as Exchange, SQL, IIS, or SharePoint, etc.
- Certification as an MCSE, MCSD or MCPD is required within one year of employment.
- Must be willing to develop, execute and maintain a self-development plan to meet changing job expectations, within acceptable business timeframes.
- Be responsive to customer needs, both within and outside of normal business hours in some situations and/or as part of an on-call rotation. Available to travel to a customer's site within the US, or internationally, with limited notice.

Preferred Qualifications

- 4 Year degree in C.S or E.E.
- 4 Years of product support experience or related work experience.
- Prior knowledge of SharePoint, Windows Operating Systems and networking.
- 2 Years of programming and/or debugging experience including Kernel mode.
- Advanced debugging skill using WinDBG, Visual Studio, CDB or any of the other Microsoft debuggers (both managed and unmanaged).
- Experience developing with C++, C#, VBScript and Java Script.

- U.S. Citizenship.
 - Security Clearance.
- JOB CODES: 747488**

*Microsoft SharePoint Administration / Support Escalation Engineer

SharePoint is built on an impressive stack of some of the most popular and cutting edge technologies Microsoft has to offer. This position will give you an opportunity to leverage and expand your existing knowledge or acquire new knowledge of a wide variety of technologies including the Windows platform, C++, C#, JavaScript, COM, IIS, SQL Server, Forefront Identity Manager, WCF, ASP.Net and many others.

As a Support Escalation Engineer, you are a technical leader and will have many opportunities to assist in the growth of other engineers through one-on-one mentoring, one-to-many education scenarios and case collaboration. You will help guide policy and procedures for our organization and escalations in particular through regular feedback channels.

The SharePoint Escalation business is a highly collaborative group of engineers, who are extremely passionate about maintaining and promoting a fun, friendly environment of teamwork and personal growth, as well as providing the best quality of support to our customers. As a member of this organization, you will benefit from access to the most comprehensive collection of experts on SharePoint as well as the opportunity to work directly with other Microsoft partner teams such as Premier Field Engineering, Technical Account Managers, Microsoft Consulting Services, Sustained Engineering as well as the Program Managers and Developers who design and build the product.

While this position is primarily in support of SharePoint and SharePoint related technologies, prior experience in SharePoint is not required, but is considered a plus.

In this role you will act as a technical focal point in cooperative relationships with other companies.

Manage crisis situations that may involve technically challenging issues and diverse audiences.

Create technical content including Knowledge Base articles, whitepapers, training documents and blog postings.

Respond to select newsgroups, requests for SME assistance, and contribute to proactive knowledge transfer.

Opportunities to travel both within the US and internationally to other Microsoft locations for training and meetings or to customer sites to assist with problem resolution may be available.

Certification as an MCSE, MCSD or MCPD is facilitated through company provided resources and testing and is required within one year of employment.

Basic Qualifications

- Previous experience working in technical support or in an administrative, consulting or development capacity on an enterprise server product, such as Exchange, SQL, IIS, or SharePoint or similar Microsoft or other Windows based products.

Passion for learning, collaborating with others and being an all-around customer advocate.

JOB CODES: 747364

*Microsoft Premier Field Engineer

Locations: Opportunities In just about every major city, across all technologies

The purpose of the Premier Field Engineer (PFE) position is to provide Microsoft customers with reliable technical solutions to the complex integration problems associated with business solutions built on the Microsoft platform. The PFE Team supports a diverse variety of technical solutions built with Microsoft technology and products. Typical tasks performed in this role include specific problem isolation and correction, user mode debugging, conducting application design and supportability reviews, performance tuning, application stability consulting/troubleshooting, code reviews, and porting/migration assistance, configuration management, pre-rollout testing and general development consulting. The prospective PFE candidate should draw upon all resources at Microsoft, to advise and consult on the use of Microsoft technologies to avoid such problems in the future.

The PFE position requires a long list of technology experience or demonstrated understanding of these technologies. The ideal PFE skill set is grounded in a solid understanding of the Microsoft Windows platform. From this foundation, the PFE position is exposed to many technologies, including but not limited to: .Net Framework, BizTalk Server, IIS, SQL Server, Microsoft Dynamics, and many other Microsoft Technologies.

Candidates must have exceptional customer service, problem solving, and communication skills, and the ability to work in a team environment. Must have sufficient technical depth to communicate with development and other internal organizations at a peer level as well as convey technical concepts to non-technical individuals. Must possess the ability to work with minimal supervision and operate as a self-contained business unit within the PFE team. Must have the ability to work independently and as part of a team. Strong business background in Fortune 500 and/or experience with

systems technology consulting firm desired.

Overnight travel is required. Travel requirements vary regionally and could be as much as 40-70% in some cases. Candidates must possess current passport or be able to obtain passport within 90 days of hire.

BS in Computer Science or equivalent experience required. MCSE, MCSD, MCAD, or other applicable advanced Certification is strongly preferred, but not required at hire.



Job's Purpose:

The Americas Microsoft Dynamics ERP Support Team provides mission-critical support to Microsoft customers and partners. In this Support Engineer role, you will focus on delivering outstanding Level 2 technical support to customers and partners for the Microsoft Dynamics GP, NAV or AX product suite. The Microsoft Dynamics ERP product lines are business management solutions that provide **growing and midsize organizations** with complete and scalable financial and operational functionality, such as advanced consolidation, robust business intelligence, rich reporting, forecasting, and budgeting.

Job's Core Responsibilities:

- Provide in-depth technical support for customer service delivery via telephone, written correspondence, or electronic service regarding technically complex escalated problems identified in Microsoft Dynamics GP, NAV or AX.
- Use debugging tools and advanced troubleshooting to analyze problems and develop solutions to meet customer needs.
- Determine the best approach for resolving complex technical issues that will yield the desired turn-around time and optimal customer solution while minimizing the impact to the customer.
- Engage and collaborate with other Microsoft groups, including escalation teams and the R&D Team, in gaining resolution to critical, complex issues.
- Provide exceptional customer service in politically charged environments.
- Represent Microsoft professionally in customer and partner onsite visits, where travel may be required with little advance notice.
- Create advanced online technical content including Knowledge Base articles, training documents, blogs, etc., as needed to help enhance our CSS Front of Funnel strategy and drive one-to-many customer and partner impact.
- Maintain strong working knowledge of all related products, technologies and upcoming releases. Take proactive ownership in identifying and recommending product improvements in key product areas based on key data points.
- Participate in planned team-wide shift rotations to cover business needs, including 24x7 "on-call" responsibilities.
- Present technical content to various audiences including customers, partners, and internal stakeholders.
- Provide consulting services to partners and customers to increase product market share.

Job Requirements:

- Experience with Microsoft technologies, including IIS, SQL Server, and Office.
- Ability to troubleshoot complex technical situations, and deliver messaging to all levels of customer and partner organizations.
- Excellent written and verbal communication skills in current and past roles.
- Has desire and ability to work in a fast-paced team environment.
- Demonstrated ability to understand and deliver a high-quality customer and partner support experience.
- 5% potential domestic or international travel, depending on training and advisory work opportunities.

Preferred Skills:

- Experience presenting technical content to both large and small audiences.
- Quality customer service support experience.
- Experience with Microsoft Windows SharePoint Server.
- Experience with Microsoft Dynamics GP, NAV, AX or other ERP applications.
- **Experience with programming including Microsoft Visual Studio, C#, and/or Dexterity.**

Rural America

OnShore Outsourcing

Jobs Postings

Rural America Onshore Outsourcing--Fergus Falls Area

For details about these positions go to: [Minnesota Works.net](http://MinnesotaWorks.net)

Senior Design Architect

Java Developer with Leading Edge Skills

LAMP Applications Developer

Outsourcing Sales Executive

Data Governance Systems Architect

Lead Teradata Developer

Sr. Java Developer with Enterpris Application Development Skills

PHP Developer

System 21/RPG LE Programmer

Master Data Management Architect