



POSITION DETAILS:	
Position Title:	Microsoft Cloud Solutions Support
Reports to:	Director of Cloud Solutions
Division:	Phoenix
Department:	Cloud Solutions

JOB PURPOSE
<ul style="list-style-type: none"><li>• Management of Microsoft Partner Centre - Microsoft referrals and co-sell lead sharing inbound and outbound across all sectors and commercial marketplace</li><li>• Take ownership of the administration behind various funded programs (Cloud Accelerators, C3), reporting and ensuring reports and documentation are uploaded within the allocated time frames</li><li>• Surface Support (Deal Reg, Quoting)</li><li>• Support Microsoft End Customer Investment Funding (ECIF) process for Azure project claims and proof of execution submission working closely with Phoenix account managers, project management team, finance and Microsoft</li><li>• Collect Use-cases/Customer Stories (Product / Sector / Phoenix)</li><li>• Storing and co-ordination of 'Key' Cloud team documents</li><li>• Attend Microsoft Community Calls/Webinars and Update Team accordingly</li><li>• Internal Communications Monthly updates, Product updates, process changes, promotions, workshop funding etc</li><li>• Collaboration with FastTrack/Project team/Cloud team for customer assessments/project status</li></ul>

KNOWLEDGE AND QUALITIES
<ul style="list-style-type: none"><li>• Excellent all-round knowledge of commercials and interacting with sales.</li><li>• Ability to prioritise work, with minimum supervision and use initiative to ensure that deadlines are met</li><li>• Ability to work on your own and as part of a team</li><li>• Strong attention to detail in logging/updating relevant Microsoft portals and Microsoft funding specific programmes</li><li>• Excellent verbal and written communication skills</li><li>• Excellent customer service skills</li><li>• Excellent problem-solving skills</li><li>• Assertive, confident, positive and professional manner</li><li>• High degree of multi-tasking</li><li>• Flexible and adaptable as the business demands</li><li>• Ability to work under pressure</li><li>• Must have a "can do" attitude at all times</li></ul>

QUALIFICATIONS, EXPERIENCE, & SKILLS:
<b>Educational Qualifications:</b>
<ul style="list-style-type: none"><li>• NA</li></ul>
<b>Professional Qualifications</b>



<ul style="list-style-type: none"><li>• NA</li></ul>
<b>Years of Experience</b>
<ul style="list-style-type: none"><li>• 2+ years of progressive administration and professional Microsoft sales and solutions experience</li></ul>

VERSION CONTROL:		
Prepared by	Craig Taylor	18/03/2021
Updated by		

Confidential

Confidential

Confidential