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Cloud Solution Architect - Business Applications

With over 18,000 employees worldwide, the Microsoft Customer Experience & Success (CE&S) organization is responsible for the strategy, design, and implementation of Microsoft's end-to-end customer experience. Come join CE&S and help us build a future where customers come to us not only because we provide industry-leading products and services, but also because we provide a differentiated and connected customer experience.

The Global Customer Success (GCS) organization is leading the effort to create the desired customer experience through support offer creation, driving digital transformation across our tools, and delivering operational excellence across CE&S.

We are looking for a Cloud Solution Architect (CSA), specializing in Business Applications, who is passionate about driving our customers' business applications, enabling low code agility and transforming those customers with AI. This is a customer-facing role, owning both the business applications-focused technical & business relationships and the technical, functional and/or governance strategies between the customer and Microsoft, helping customers to leverage their Microsoft investments through architecture, implementation and operational health engagements.

This role is flexible in that you can work up to 50% from home.

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.

Responsibilities

You will drive positive Customer Satisfaction and become a trusted advisor to customers and partners, by leveraging Microsoft Business Applications implementation expertise to enable defined Customer Success Plan outcomes and you will actively listen and respectfully challenge to drive the best outcomes. You will provide feedback and insights from customers/partners back to the relevant MS teams including Product Groups, to enable continuous improvement. For Consumption (Cloud & Support) growth you will develop opportunities to drive Customer Success business results by providing expertise/guidance to technical and business decision makers to ensure they understand Microsoft's Business Applications value proposition and effectively drive usage and generate value from Microsoft technology investments via implementation advisory, performance efficiency and organizational/operational excellence. You will identify resolutions to issues blocking go-live or broad usage of projects by leveraging technical/functional/project management & business value subject matter expertise. Deliver all work according to MS best practices & policies and using repeatable Intellectual Property (IP). You will identify growth opportunities as you leverage your knowledge of the products, services and value propositions of Microsoft Business Applications in customer/partner conversations to identify growth opportunities based on knowledge of customer/partner needs. You will drive continuous alignment and improvement of individual skills to better support and enable customers' and Microsoft's business goals. Accelerate customer outcomes: Engage in relevant communities to share expertise, contribute to IP creation, prioritize IP re-use and learn from others to help accelerate your customers transformation journey.

Qualifications

Required Qualifications

Bachelor's Degree in Computer Science, Information Technology, Engineering, Business or related field AND experience in cloud/infrastructure technologies, information technology (IT) consulting/support, systems administration, network operations, software development/support, technology solutions, practice development, architecture, and/or consulting OR equivalent experience OR equivalent experience

Preferred Qualifications

Bachelor's Degree in Computer Science, Information Technology, Engineering, Business, or related field AND experience in cloud/infrastructure technologies, information technology (IT) consulting/support, systems administration, network operations, software development/support, technology solutions, practice development, architecture, and/or consulting OR Master's Degree in Computer Science, Information Technology, Engineering, Business, or related field AND experience in cloud/infrastructure technologies, technology solutions, practice development, architecture, and/or consulting OR equivalent experience
Experience working in a customer-facing role (e.g., internal and/or external) Experience working on technical projects Technical Certification in Cloud (e.g., Azure, Amazon Web Services, Google, security certifications)
Fluent in English. Fluent in French or Swedish.

Microsoft is an equal opportunity employer. Consistent with applicable law, all qualified applicants will receive consideration for employment without regard to age, ancestry, citizenship, color, family or medical care leave, gender identity or expression, genetic information, immigration status, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran or military status, race, ethnicity, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable local laws, regulations and ordinances. If you need assistance and/or a reasonable accommodation due to a disability during the application process, read more about requesting accommodations.