

Support Release Manager

Overview

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 currently seeking a highly motivated Support Release Manager to join our Deployment Services & Venture Integration team. As a critical part of the team, you will be responsible for **driving beginning-to-end support strategy and successfully planning and executing services change and Release Excellence across the Services business.**

In this role, you will engage with key stakeholders and business owners to understand requirements and incorporate them into an overall roadmap. Your success metrics will include **scheduling, coordination of resources, risk mitigation, and communication plans of numerous releases per month and tracking the overall release pipeline.**

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

The successful candidate should possess the following experience for the following competencies:

- Understanding of Microsoft's products and services, including their workstreams and functions involved in most releases.
- Hands on knowledge of public clouds, certification highly desired- especially Microsoft Azure
- Hands on knowledge of PowerBI with proven data analysis skills
- Hands on knowledge of Power Automate
- Strategic thinking and orchestration of complex support planning: You should have a proven record of accomplishment of **driving strategy** and **influencing leaders**. You should also possess a **strategic mindset** and be able to think ahead to prevent potential **risks**.

[Release Readiness Program]

- Organizational, cross-group collaboration, project management, time management, and negotiation skills: You should be highly organized and possess above average project management skills. You should also be able to collaborate effectively with cross-functional teams and possess strong **negotiation skills**.

[1GS LevelUp]

- Experience building & leading project **vTeam(s)**: You should have experience building and leading project vTeam(s) and possess strong leadership skills.

[1GS LevelUp]

- You should have a pronounced understanding of the **customer service** industry and experience with the **end-to-end release process**. You should be able to manage, track, and communicate many details at many organizational levels within multiple projects and relay status promptly.

[Release Readiness Program]

- You should possess solid written and verbal communication skills and be able to **communicate effectively** with stakeholders at all levels of the organization.

[1GS LevelUp]

- You should be able to work well under pressure and meet tight deadlines.
- You should be able to work effectively with other groups inside of an organization to identify and **improve processes**.
- You should be able to deliver tough messages diplomatically and quickly drive toward solutions to problems.
- You should have a proven ability to design and balance strategic priorities against tactical needs.
- You should be willing and able to travel as needed, up to approximately 5% of the time.
- Embody our [culture](#) and [values](#).

Qualifications

Required/Minimum Qualifications

- Bachelor's Degree in Business, Operations, Finance or related field AND 4+ years work experience in program management, process management, process improvement
 - OR equivalent experience.
- 3+ years related experience in supporting external customers and/or an equivalent combination of training and experience.

Business Program Management IC4 - The typical base pay range for this role across the U.S. is USD \$94,600 - \$183,800 per year. There is a different range applicable to specific work locations, within the San Francisco Bay area and New York City metropolitan area, and the base pay range for this role in those locations is USD \$122,000 - \$200,500 per year. Certain roles may be eligible for benefits and other compensation.

Questions:

- "How does your organization currently involve in release readiness process? Are there any specific challenges you're looking to address?"
- "Can you tell me more about how cross-functional teams collaborate during the release process? Are there any initiatives to improve this collaboration?"
- "What are the biggest risks or challenges you foresee in release management for the coming year, and how is the team preparing to address them?"
- "What's the typical release cadence for different products or services? How do you manage multiple concurrent release cycles?"
- "How does the organization handle post-release evaluations and incorporate lessons learned into future releases?"
- "What's the current balance between manual and automated processes in your release management? Are there plans to increase automation?"
- "How do you measure the success of a release? What key performance indicators (KPIs) do you track?"
- "Can you describe the typical stakeholders involved in the release process? How do you ensure effective communication and collaboration among them?"
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