



# Microsoft Fargo Career Exploration Program Overview

## Program Description

The Microsoft Career Exploration Program (MCEP) is designed to give high school and collegiate level students a firsthand look at the inner-workings of a large, technology focused corporation. During their visit, students will have an opportunity to engage with current Microsoft professionals in various areas of the company. Additionally, students will tour the campus and participate in a Q&A session. The goal of this program is to leave students with a greater understanding of Microsoft, its opportunities, and a desire to pursue a career in technology.

## Featured Areas of Expertise

### Operations Account Manager

The Operations Account Manager (OAM) interfaces with Microsoft's external licensing stakeholders and drives strategies to proactively address and simplify complex licensing issues, communicate program changes, and work to minimize Sales/Operations related issues.

### Technical Account Manager

The Technical Account Manager (TAM) will act as a business advisor to Microsoft's Premier Support customers, providing services aligned to the customer's priorities in order to maximize the business value of their Microsoft investment. The TAM is responsible for the overall growth, quality, and satisfaction of the customer's experience with Microsoft Services.

### Support Practice Manager

The Support Practice Manager is responsible for the strategic positioning and successful delivery of profitable high quality Premier Support services to Microsoft Enterprise customers. The Support Practice Manager is the only front-line customer facing support manager position within the Services organization responsible for the overall quality, growth, and satisfaction of a customer's managed support relationship.

### Program Manager

The Program Manager (PM) role is unique to Microsoft and was created in response to developing software that is more usable and at the same time pushes the state of the art of technology. Working closely with development, test, user experience, and marketing professionals, PMs identify requirements, set priorities, manage feature sets across product lifecycles, and author technical specifications and customer scenarios.

### Technical Support Lead

The Technical Support Lead (TSL) work closely with a specific support team to mentor and help move cases forward towards resolution for a specific product such as SharePoint, Windows, SQL Server, Microsoft Office, etc. A TSL assists Support Engineers (SE) with case management by providing technical assistance, assisting with getting collaboration from another support team or moving the case to the next tier of support for additional assistance.

### Support Engineer

The Support Engineer solves high level complex problems, involving broad, in-depth product knowledge or in-depth product specialty; may include support of additional product line. Frequently, these problems will not only be technically complex, but will be politically charged situations requiring the highest level of customer skill.

### Software Development Engineer

Microsoft's software engineering profession is a collection of disciplines responsible for designing, developing, and delivering our products. Software Development Engineers (SDE) write the code—C, C++, C#, and other programming languages—that turns concepts into new technologies and services. SDEs are experts in feature design and feasibility and collaborate with program managers and test engineers to define features and ensure quality.

*\*Industry experts listed are a sampling of traditional roles that may be represented during the session-other/additional roles are subject to be featured dependent on your scheduled MCEP session and the availability of panelists*

## MCEP 2018 Schedule

Please contact Katy Avery via email listed below to schedule a session.

*\*direct all requests to Katy Avery | [kaavery@microsoft.com](mailto:kaavery@microsoft.com)*

*\*include age/grade & expected number of students attending the session*

Available Dates/Target Age Group	
Wednesday, February 21st	College
Thursday, February 22nd	College
Wednesday, March 21st	High School
Thursday, March 22nd	High School
Wednesday, April 25th	College
Thursday, April 26th	College
Wednesday, May 23rd	High School
Thursday, May 24th	High School

Onsite Agenda: 1:30–3:30pm	
1:30–1:45pm	Meet Microsoft
1:45–2:45pm	Panel Discussion
2:45–3:15pm	Microsoft Campus Tour
3:15–3:30pm	Microsoft Store Visit