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Introduction The objective of the Microsoft Messaging Analyst is to resolve remote users IT problems by means of a Remote fix. The Microsoft Messaging Analyst (MMA) responds to both internal and external clients needing technical support.

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Microsoft Messaging Analyst with German

Reference: 364505

Main Responsibilities

MMAs validate customer entitlements and give high level technical support through information gathering, analytical trouble shooting and problem research.

- Resolves customer issues using the tools and systems available
- Completes follow-on actions as appropriate, e.g. dispatch materials, send communications, escalate problems
- Retains ownership of each case until problem is resolved or resolution is identified
- Observes strict compliance to licensing, copyright and trademark legislation
- Protects confidential, sensitive information and materials
- Accomplishes other duties as required

Requirements

- Customer oriented, enthusiastic, courteous, assertive, and motivated to take full ownership of both customer engagement and problem resolution.
- Capable of being self-managed, be a team player, quality conscious, flexible and be eager to share and acquire knowledge.
- Excellent customer, telephone, verbal and written communications skills.
- Analytical troubleshooting skills.
- Positive attitude towards all team members, customers and partners. Encourages outstanding team morale and maintains highest ethical standards.
- Delivers market competitive performance balanced between productivity, cost and quality.

Work/business environment

HP is committed to being a world-class provider of customer support through flexibility, hard work and market competitive performance and remuneration. Our customers expect to be served by knowledgeable, courteous, committed, confident and efficient analysts. HP expects employees to adhere to all policies and standards, maintain proficiency in Computer technology and support and pro-actively inform co-workers. HP offers in return industry leading training and development, a competitive salary, unrivalled career opportunities and world-class facilities.

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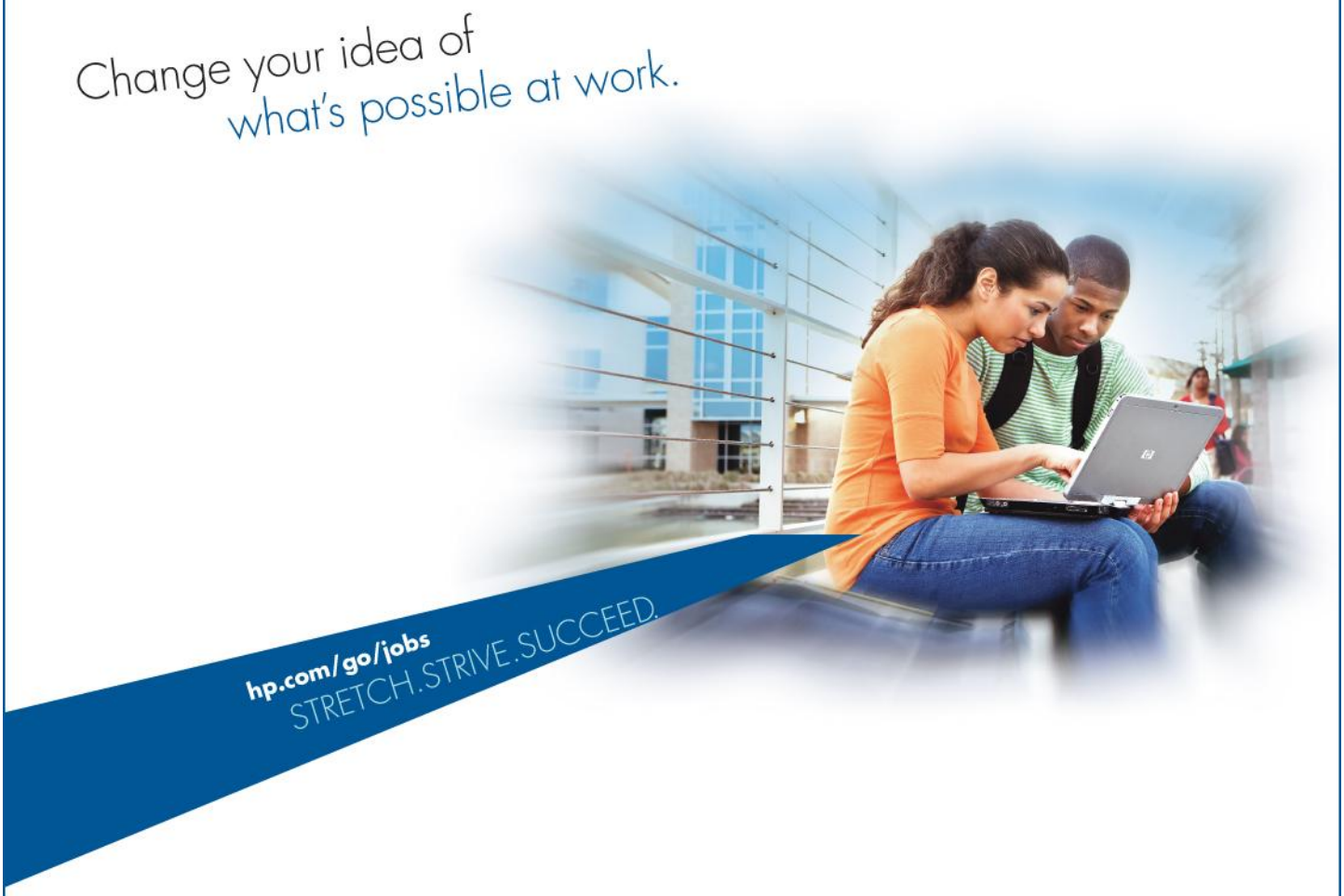

Technical requirements

A suitable candidate must demonstrate a good working knowledge of Microsoft operating systems and Exchange architecture (Windows Server 2003/2008, Exchange 2000/2003/2007) or any future releases. S/he has a good working knowledge of Active Directory architecture with proven background in troubleshooting.
S/he has good working knowledge of Microsoft Client operating systems and email client such as Outlook 2003/2007.
The successful candidate must hold at least one MCP and be ideally studying towards MCSE qualification.

S/he must have a keen interest in Technology with a strong desire to continually learn the latest technologies. A suitable candidate must have a very strong customer orientated focus. S/he will also have expertise in all of the following:

o Exchange Server 2003/2007
o Outlook 2003/2007
o Windows Server 2003/2008
o Advanced networking knowledge
o Client operating systems (XP/Vista)
o Office Suite

Desirable

o Entourage
o Active Sync

Languages

Fluency in German mandatory (read, written, spoken)
Good level of English

If you feel comfortable with the above mentioned requirements and want to work for one of the world's premier IT Organisations, we would really like to speak to you. So please visit our website www.hp.com/go/jobs where you can apply online to position number 364505 Microsoft Messaging Analyst with German (location Bulgaria).

Only short-listed candidates will be contacted.

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