

Title: Microsoft O365 Virtual Support Specialist Junior

Requirements: Business Administration, Management Information Systems, or Computer Programmer

Description: Provide, and maintain excellent customer service with every interaction. Engage with customers to support and resolve technical issues through completion. Support configuration of business processes, using Microsoft Office 365 on various platforms. Accurately document all work performed, including details and outcomes. Escalate and ensure accurate and timely resolution of all assigned issues. Assist with analyzing data and report trends. Increase engagement with O365, by recommending training videos and documentation. Participate in automated workflow business process testing.